

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

State of Maine

October 2013

Prepared by
Substance Abuse and Mental Health Services
Maine Department of Health and Human Services

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Methodology: The Client Satisfaction Survey was initiated to assist substance abuse treatment facilities to evaluate the effectiveness of their services. Substance abuse treatment agencies that receive funding from the Maine Substance Abuse and Mental Health Services (SAMHS), Office of MaineCare Services (OMS), or that provide opiate replacement therapy (ORT) were given the opportunity to participate in the 2013 Client Satisfaction Survey. To minimize the cost and time involved in distributing paper forms, both for SAMHS and for agencies with multiple facilities, we offered agencies the option of distributing the 2013 survey on-line as well as through the mail; offering separate surveys for adults and adolescents. Agencies were initially notified by email and phone beginning in July of the upcoming survey and were asked to choose which format they would like to offer to their clients. Follow-up contact with agencies who had not responded occurred in August. (See Appendix A for July e-mail). Most agencies chose to offer the survey to their clients using the paper format only, because many of the agencies were not set up to allow client access to computers in a secure location at their facility and many noted their clients lacked access at home to computers. (See Appendix B). We will continue to offer both submission options.

Reports: In order to protect client confidentiality, only agencies and individual facilities whose clients returned 20 or more useable surveys received a full report; an abbreviated report with collapsed response categories was made available when 17-19 surveys were received, and all facilities received an overall satisfaction score if 6 or more clients responded. Four agencies had enough returns to receive a report on the results from their adolescent clients. Over 66% of all responses from adolescent clients were from two agencies. We considered a state report on the results from adolescents both redundant and breach of those facilities privacy.

Respondent Profile: A total of 2090 adult clients submitted useable data; 16 from 3 facilities reported electronically, and 2074 from 55 facilities submitted paper forms. The highest proportion of respondents were white (88.5%), male (48.9%), between the age of 25 and 44 (42.6%), and receiving services from an ambulatory facility (37% from a non-intensive outpatient setting and 44% from opioid replacement treatment facilities). For the largest proportion of clients, their highest level of education was high school (42.3%). More than a third (37.5%) had been receiving treatment at their current facility for more than a year, but another 31.3% had been receiving services there for less than 3 months. Two-thirds (57.9%) of clients surveyed have received treatment for a mental health problem at some point in their lives. Among the surveyed substance abuse clients who reported ever having mental health treatment, 65.6% were currently receiving mental health services. Of those currently receiving mental health treatment, less than half (49.2%) were receiving mental health services at their current substance abuse treatment facility and over half (50.8%) were receiving their mental health services elsewhere.

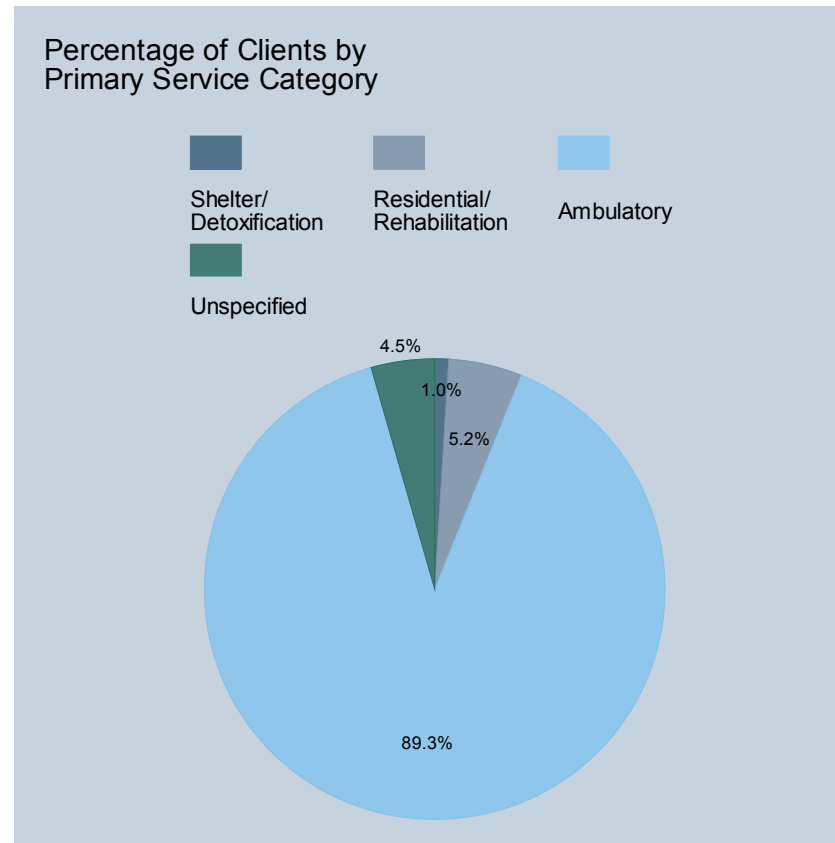
Results: *(The results in this report can only be considered the opinions of the survey participants and cannot be generalized to the client population as a whole.)* The mean overall level of satisfaction was 8.5 on a scale of 1 (poor) to 10 (excellent); just less than three out of four clients (71%) gave their facility a score of 8 or better, and one out of three clients (36.3%) gave their facility a score of 10. Below is the average (mean) overall satisfaction level broken down by service setting, client characteristics, and treatment length:

- **Service Setting:** Among the types of facilities with more than 20 responses, clients who gave their experience the highest mean rating were at non-intensive outpatient (8.9), while clients giving the lowest rating were receiving services at shelters (7.6).
- **Age Group:** Older clients tended to be more satisfied with their treatment experience than younger clients; clients 19-24 gave the lowest mean rating (8.5), while clients 45-64 gave a mean rating of 9.0 and clients 65 and older gave a mean rating of 9.1.

- **Gender:** Females gave a higher mean rating (8.8) than males (8.6).
- **Race:** 88.5% of responding clients categorized themselves as White. These clients gave a mean overall satisfaction score of 8.7. The next largest specified racial category, American Indian/ Alaskan Native who comprised 3.5% of respondents, gave an overall satisfaction score of 9.0.
- **Ethnicity:** Hispanic clients gave their facilities a mean score of 8.8, compared to 8.7 from non-Hispanic clients.
- **Education:** There was little variation of satisfaction scores by education with mean satisfaction scores between 8.6-8.8.
- **Treatment Length:** Treatment length made little difference in the degree of satisfaction reported mean satisfaction scores between 8.5-8.8.
- **Mental Health Services:** Clients receiving mental health services from the same facility as where they received substance abuse treatment, rated their satisfaction higher (8.8) than clients receiving mental services from a different facility (8.7) without a mental health problem (8.8), or those who had received mental health services only in the past (8.4).

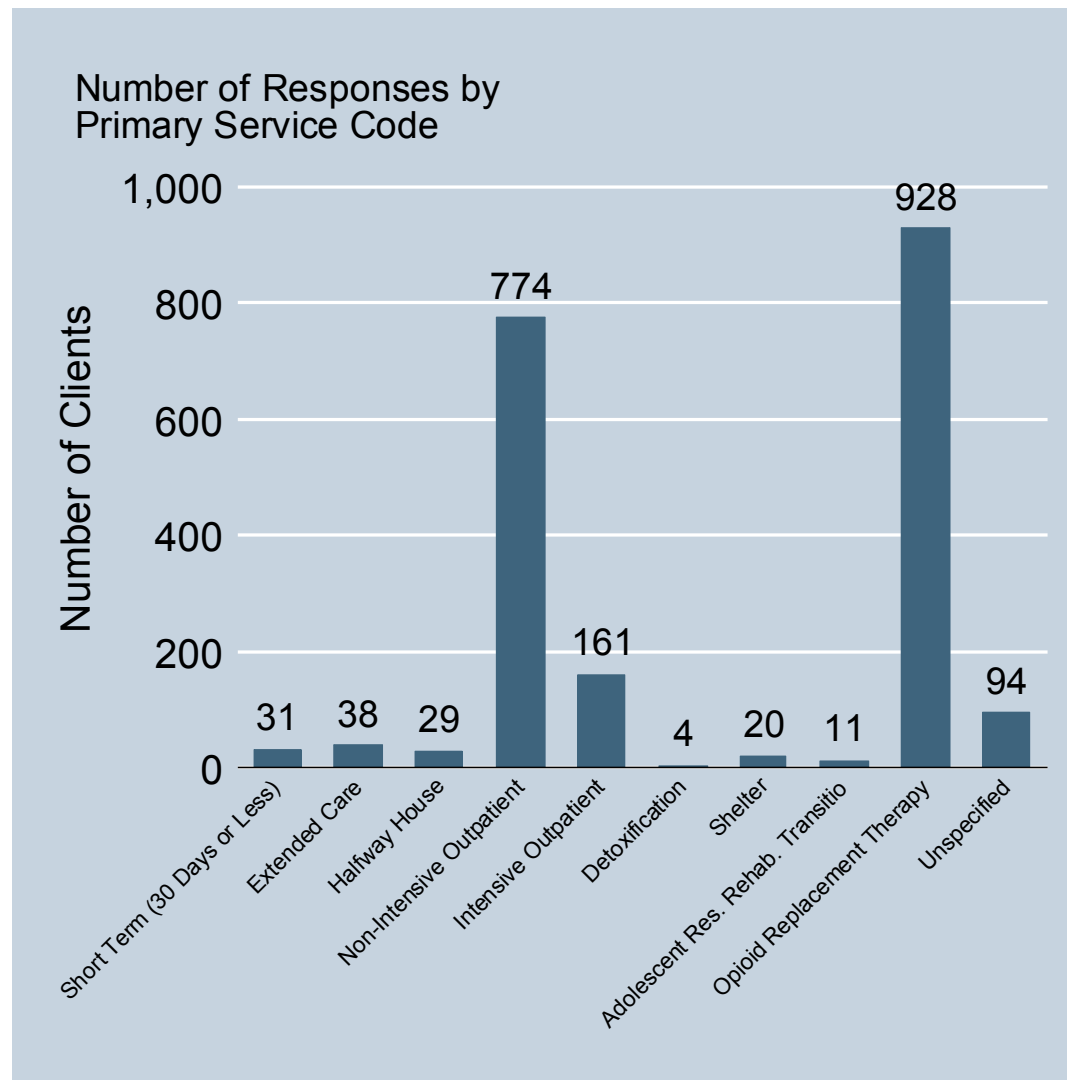
The individual questions on the survey were worded as positive statements with response options ranging from “strongly agree” to “strongly disagree”. In general, the more positively worded the response option was on the survey, the more often it was chosen. Questions about the clients’ satisfaction with facility staff received the highest scores with “How would you rate your relationship with the counseling staff at your present agency?” receiving the highest score among these questions (59.6% said “excellent”). Results about the services received also had high scores with some exceptions. Among questions about services received, 58.4% of clients strongly agreed with the statement, “I like the services that I receive here, they are helpful”. However, there was a drop in the percentage that strongly agreed with the statement, “I was able to get services even though I could not pay,” compared to surveys in previous years. The responses to statements related to *treatment results* were less strongly positive than to statements concerning *services received* or to their relationship with staff. The highest proportion of clients strongly agreed that: “I have a better understanding of my addiction” (52.5%), and “I am better able to deal with my alcohol or drug problem” (50.2%). Clients were least positive about improvements in their ability to function socially; only 35.9% of clients strongly agreed with the statement, “I do better in social situations” and 33.4% who strongly agreed with the statement, “I do better in school/work related activities”.

If you would like further information about this report, contact Stephen Corral (e-mail: stephen.corral@maine.gov; phone: 207-287-2964).

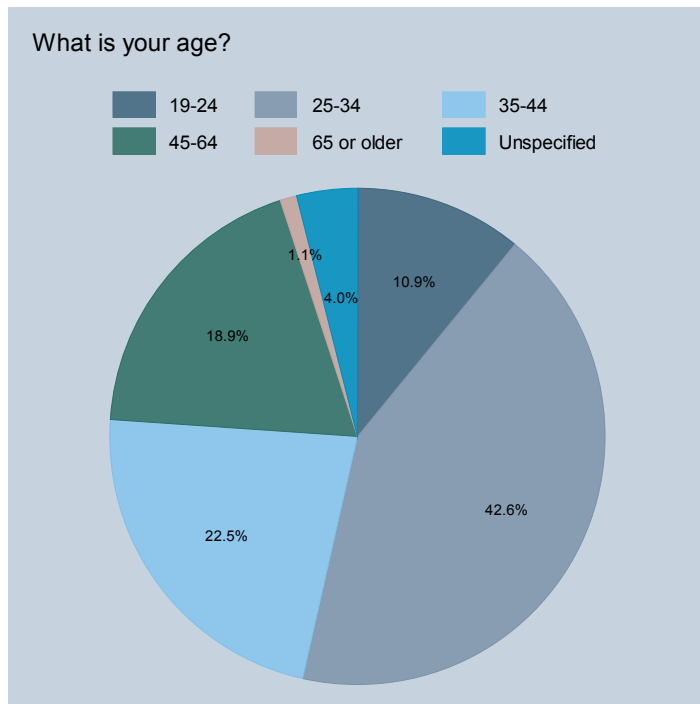


Primary Service Category	Number of Responses	Percentage
Shelter/ Detoxification	20	1.0%
Residential/ Rehabilitation	109	5.2%
Ambulatory	1867	89.3%
Unspecified	94	4.5%
Total	2090	100.0%

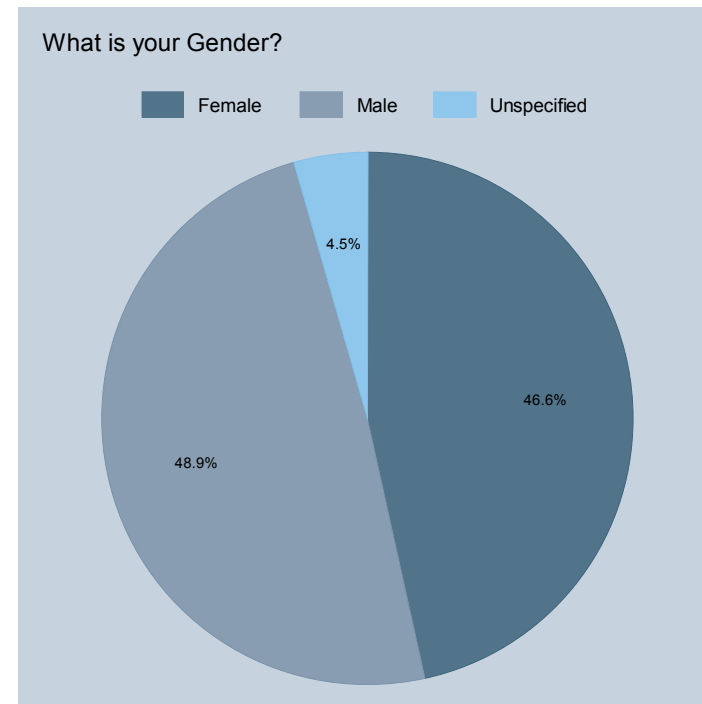
Of the 2,090 surveys received, 1,867 (89.3%) were from client receiving Ambulatory services; an additional 109 (5.2%) were from clients in residential/rehabilitation settings, and 20 (1.0%) were from clients at shelter/ inpatient detox facilities.



The graph above shows the number of respondents by the services they were receiving at the time of the survey. The largest number, 928 (44.4%), were receiving opioid replacement therapy; another 774 (37.0%) were receiving non-intensive outpatient services and 161 (7.7%) were receiving intensive outpatient services.

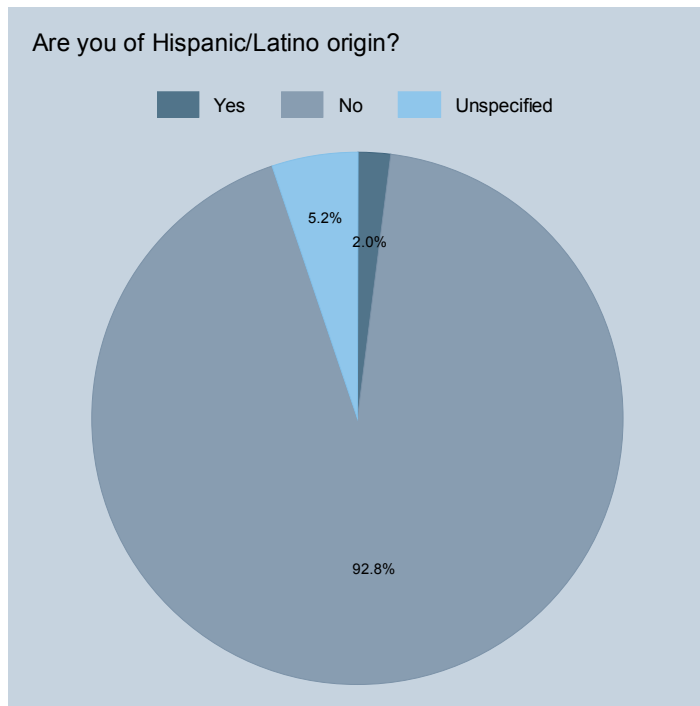


Age Group	Number of Responses	Percentage
19-24	228	10.9%
25-34	891	42.6%
35-44	471	22.5%
45-64	394	18.9%
65 or older	22	1.1%
Unspecified	84	4.0%
Total	2090	100.0

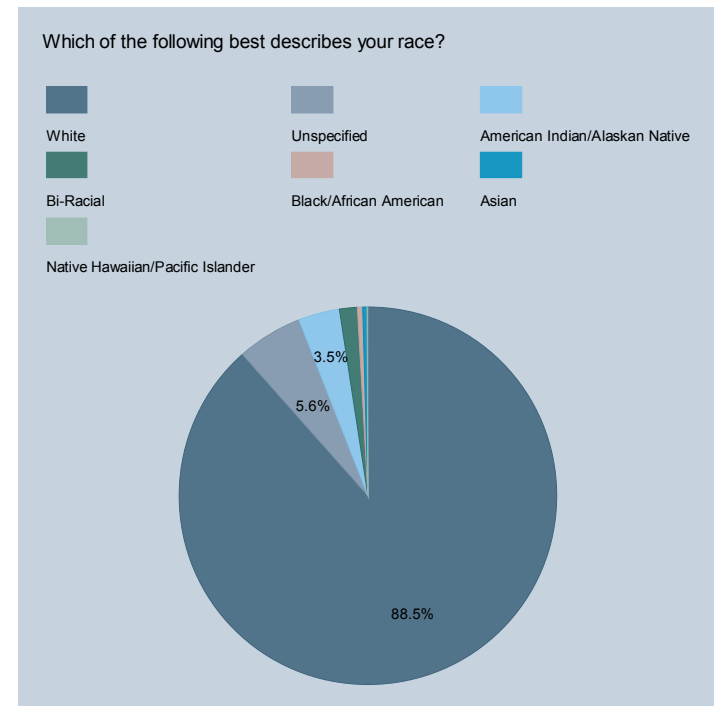


Gender	Number of Responses	Percentage
Female	973	46.6%
Male	1023	48.9%
Unspecified	94	4.5%
Total	2090	100.0

Of the 2,090 clients, 891 (42.6%) were between the ages of 25 and 34. Clients between the ages of 35-44 (22.5%) and those 45-64 (18.9%) were about equally represented; only 1.1% were 65 or older. 48.9% of the clients responding to the survey were males and 46.6% were females.

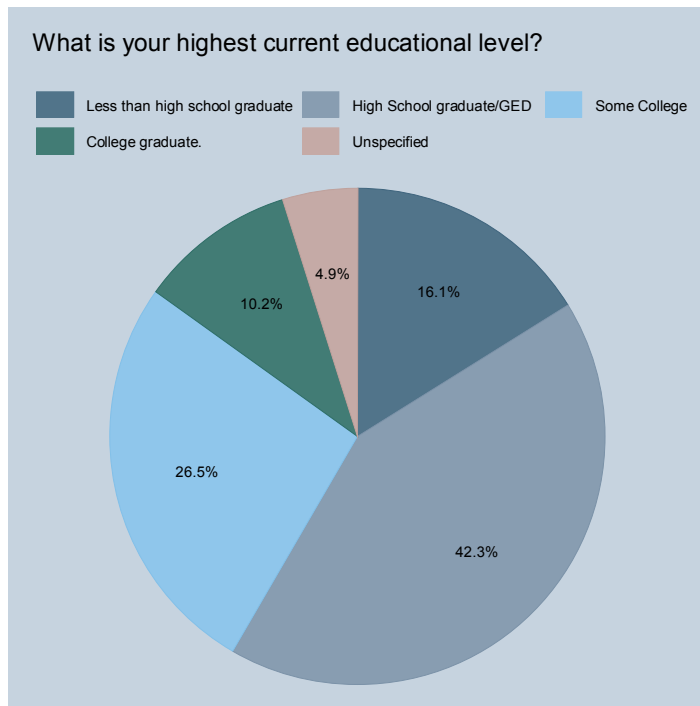


Hispanic/ Latino Status	Number of Responses	Percentage
Non-Hispanic/ Non-Latino	41	2.0%
Hispanic/ Latino	1940	92.8%
Unspecified	109	5.2%
Total	2090	100.0%

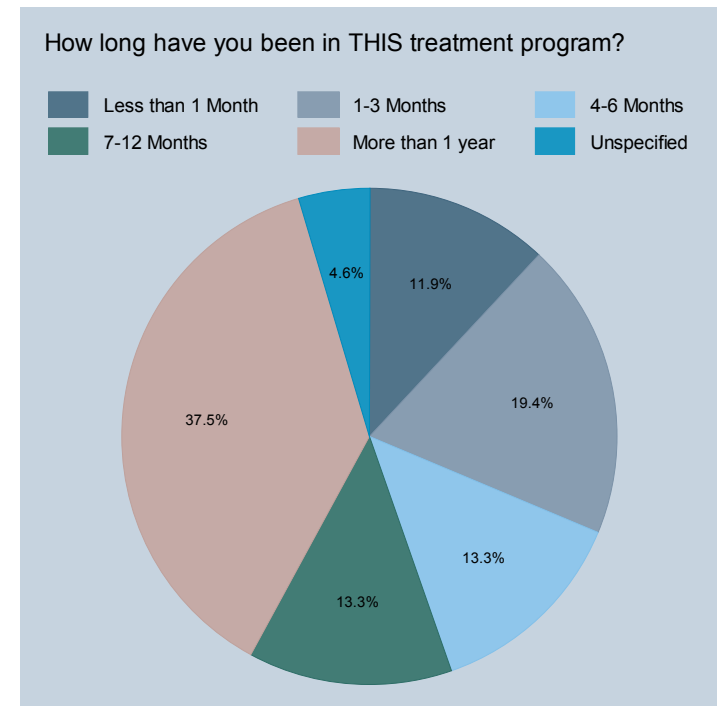


Racial Category	Number of Responses	Percentage
American Indian/ Alaskan Native	73	3.5%
Asian	7	0.3%
Black/ African American	9	0.4%
Native Hawaiian/ Pacific Islander	2	0.1%
White	1849	88.5%
Bi-Racial	33	1.6%
Unspecified	117	5.6%
Total	2090	100.0

Broken down by race, 1849 (88.5%) of the respondents described themselves as white; another 83 (3.8%) were Native American, 9 (0.4%) were black, and 42 (2.0%) were another race or bi-racial. Among the client responding to the survey, 50 (2.3%) described themselves as Hispanic.

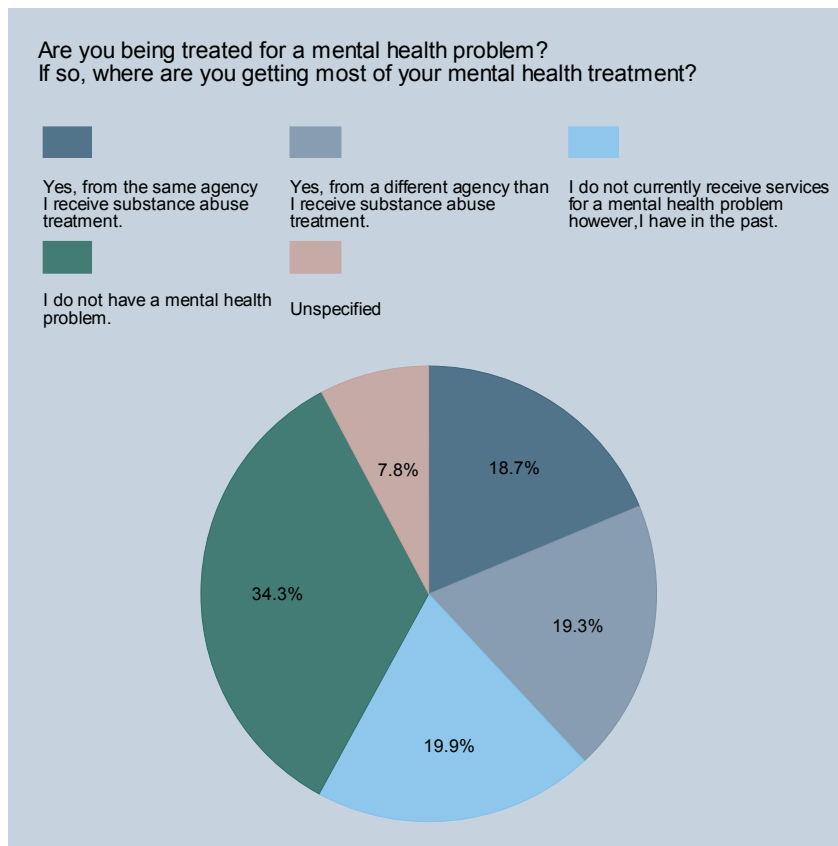


Education	Number of Responses	Percentage
Less than high school graduate	336	16.1%
High School graduate/ GED	885	42.3%
Some College	553	26.5%
College graduate	213	10.2%
Unspecified	103	4.9%
Total	2090	100.0%



Length of Treatment	Number of Responses	Percentage
Less than 1 Month	249	11.9%
1-3 Months	406	19.4%
4-6 Months	279	13.3%
7-12 Months	277	13.3%
More than 1 year	783	37.5%
Unspecified	96	4.6%
Total	2090	100.0%

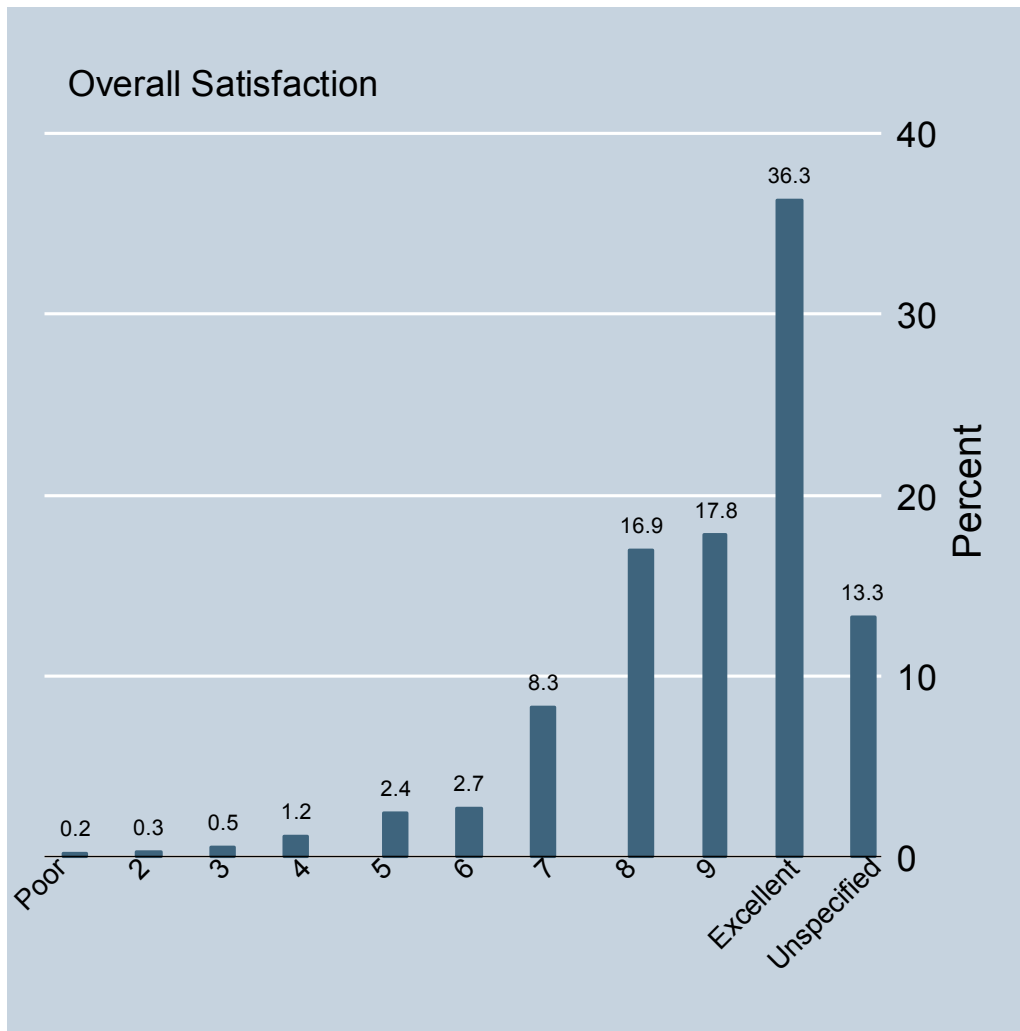
The largest number of adult respondents, 885 (42.3%), reported that a high school diploma or the equivalent was their highest level of education. Another 553 (26.5%) had some college experience, and 213 (10.2%) were college graduates; 336 (16.1%) did not have a high school diploma. Over two-thirds of clients (37.5%) had been in treatment at their present facility for more than 1 year, reflecting the high proportion of respondents receiving Opioid Replacement Therapy (ORT).



Location of Mental Health Services	Number of Responses	Percentage
Yes, from the same agency I receive substance abuse treatment.	391	18.7%
Yes, from a different agency than I receive substance abuse treatment.	404	19.3%
I do not currently receive services for a mental health problem however, I have in the past.	416	19.9%
I do not have a mental health problem.	717	34.3%
Unspecified	162	7.8%
Total	2090	100.0

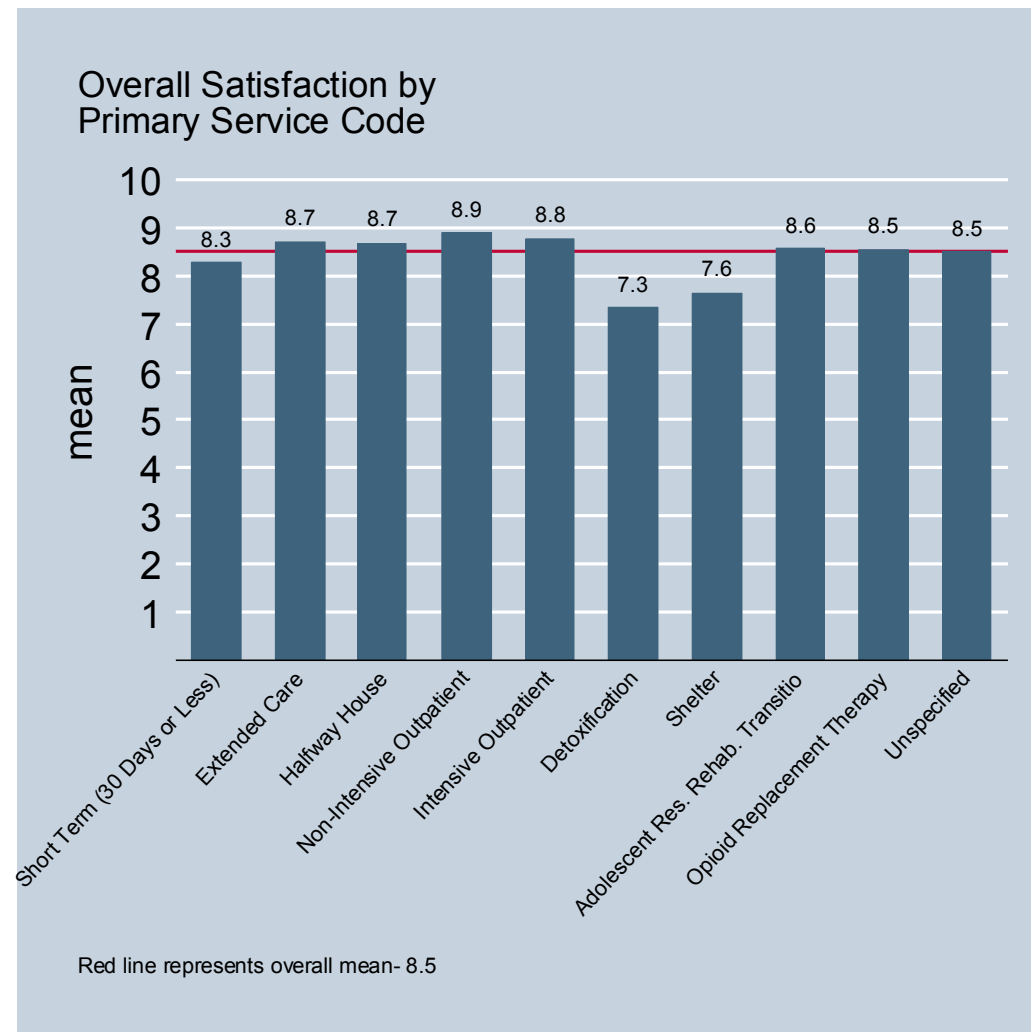
Broken down by location of mental health services, the majority (57.9%) of clients surveyed have received treatment for a mental health problem at some point in their lives. Of the 1211 clients who have ever received mental health services, 65.6% are currently receiving mental health treatment. Of the 795 clients who said that they were currently being treated for a mental health problem, 391 (49.2%) were being treated at the same facility where they were receiving their substance abuse treatment, and 404 (50.8%) were receiving their mental health services at another facility.

Overall Satisfaction

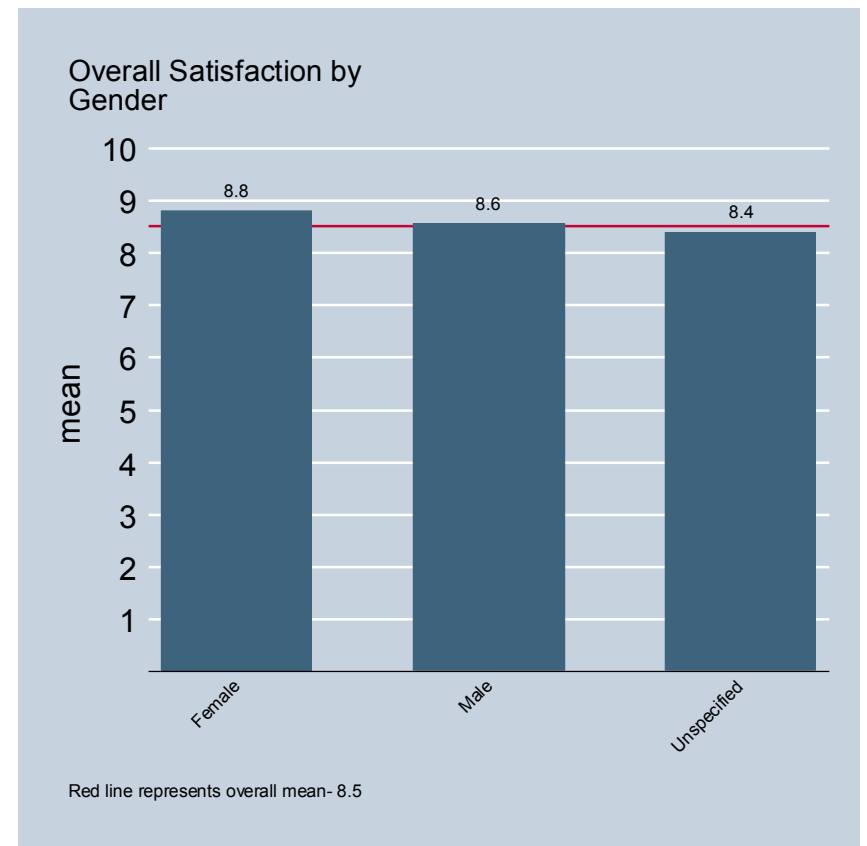
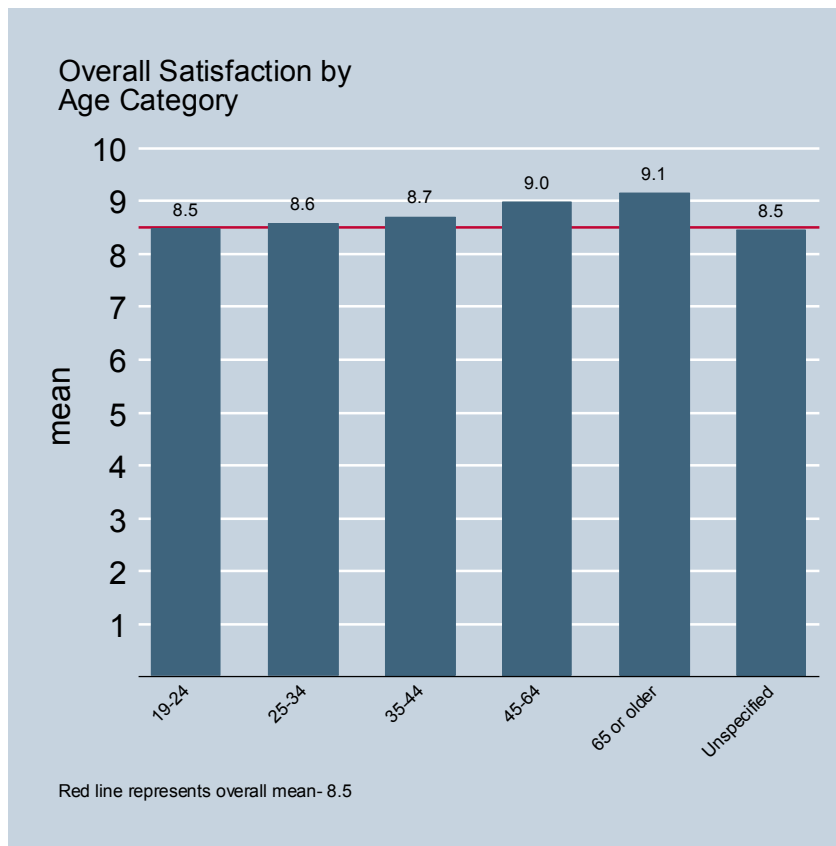


Rating Scale	Number of Responses	Percentage
Poor	4	0.2%
2	7	0.3%
3	11	0.5%
4	25	1.2%
5	51	2.4%
6	56	2.7%
7	174	8.3%
8	354	16.9%
9	372	17.8%
Excellent	759	36.3%
Unspecified	277	13.3%
Total	2090	100.0%
Mean Level of Satisfaction = 8.5		

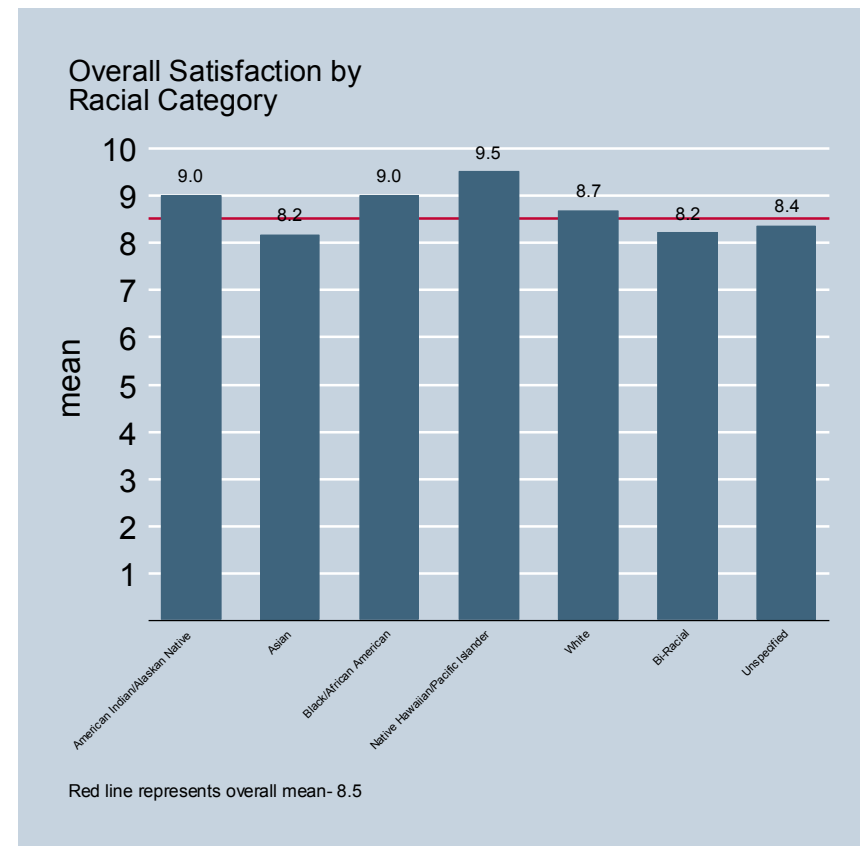
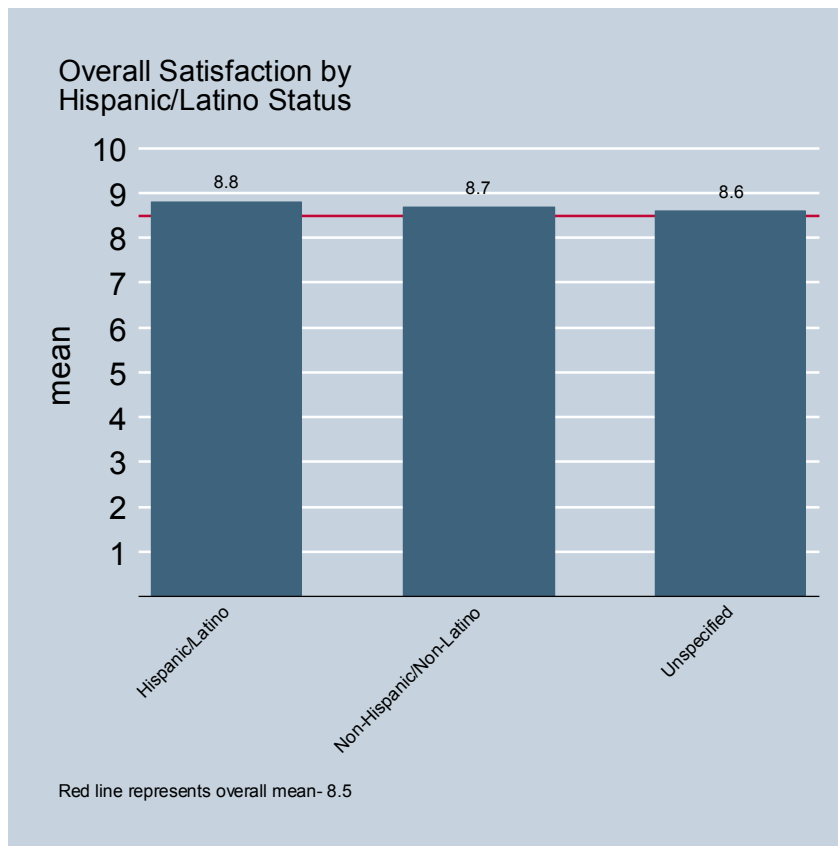
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 8.5. Almost three-quarters (71%) rated their overall satisfaction with their current treatment facility as 8 or higher, and more than one in three (36.3%) rated their experience as 10. Only 2.2% of respondents rated their experience as 4 or lower.



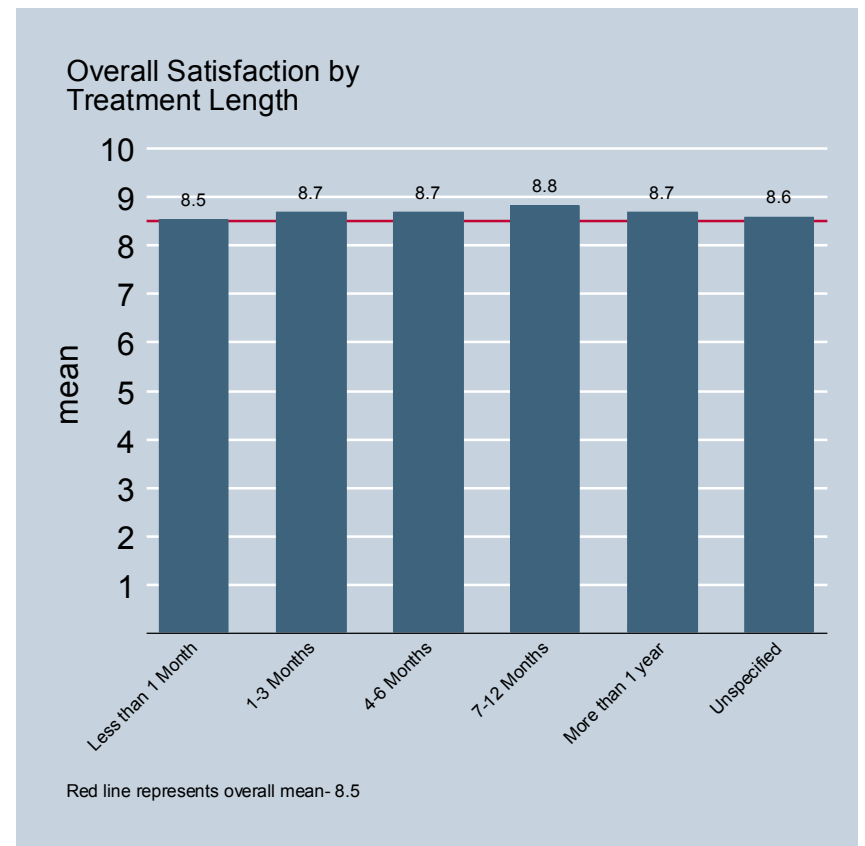
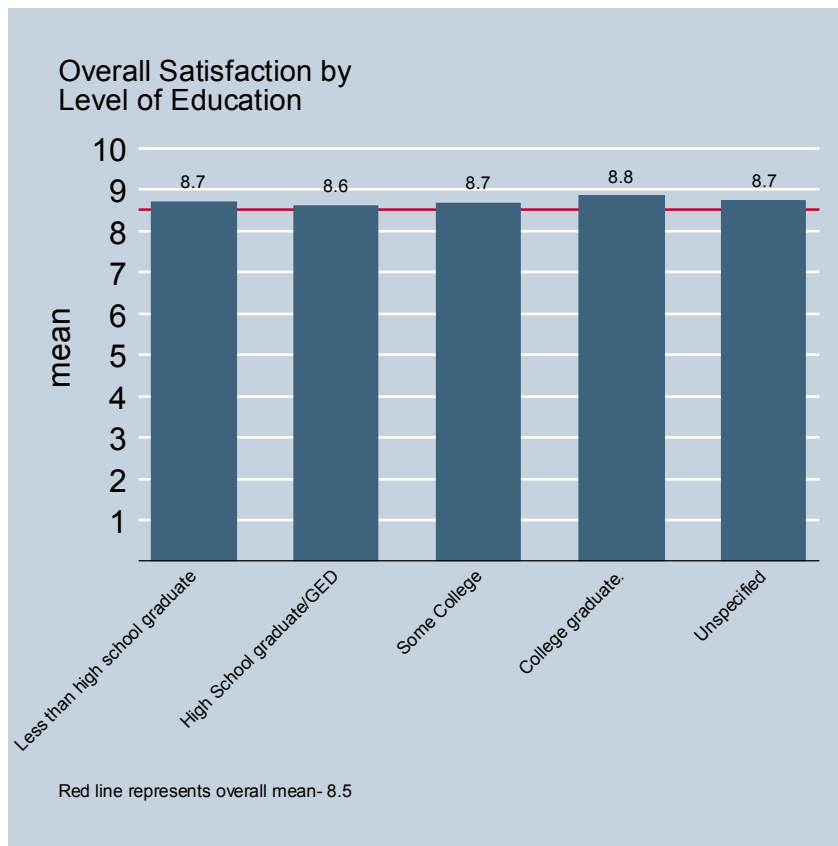
The above graph shows the mean satisfaction scores by types of services the client receives. The highest mean satisfaction score of 8.9 were among those 774 clients receiving non-intensive outpatient services. The lowest mean satisfaction score 7.3, was among the 4 clients who were reported to have outpatient detoxification services and the next lowest score was 7.6 among the 20 clients that received shelter services. Opioid replacement therapy clients, which had the highest amount of responses to the survey, had a mean satisfaction score that was the same as overall mean.



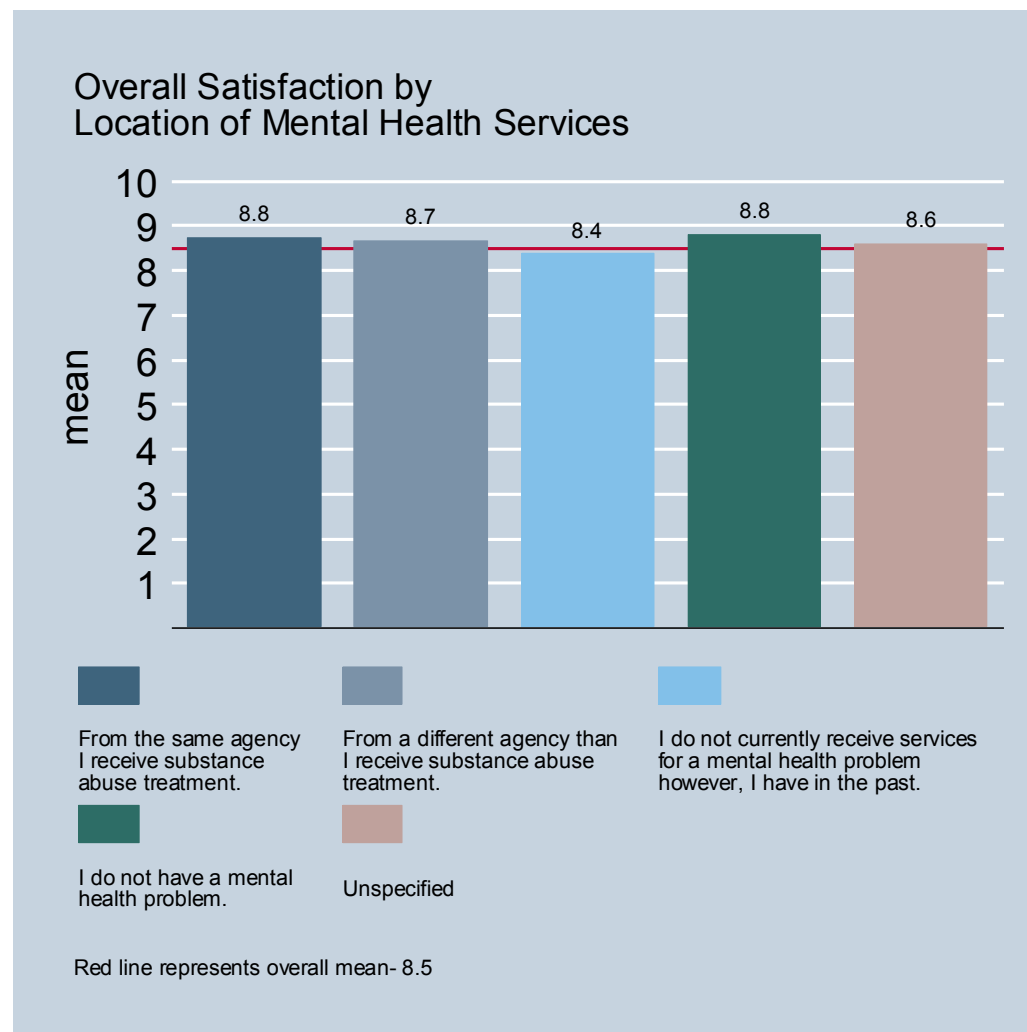
Overall satisfaction scores increased with client age with 19-24 year olds having the lowest average satisfaction score of 8.5 and 45-64 year olds having an average score of 9.0. Female clients have a slightly higher average satisfaction score, 8.8, than male clients, 8.6.



There is little difference in average satisfaction scores for Hispanic/Latino categories. The 33 clients who classified themselves as Bi-racial and 7 who classified themselves as Asian had average satisfaction scores of 8.2. The categories with the highest number of responses, American Indian/ Alaskan Native and Whites, had average satisfaction scores of 9.0 and 8.7 respectively.

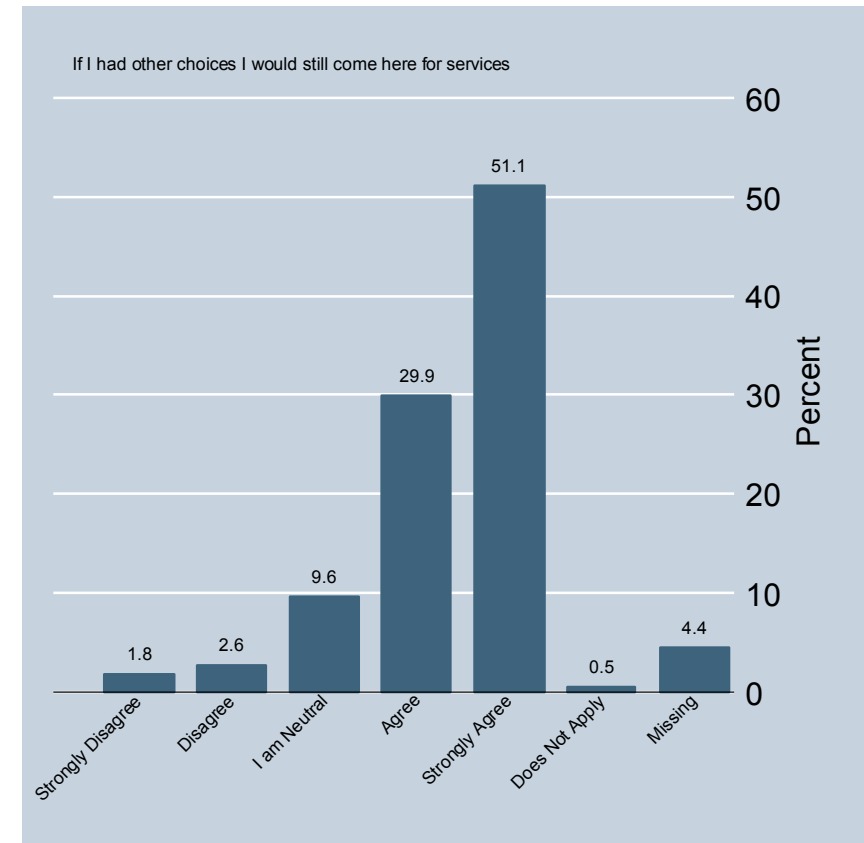
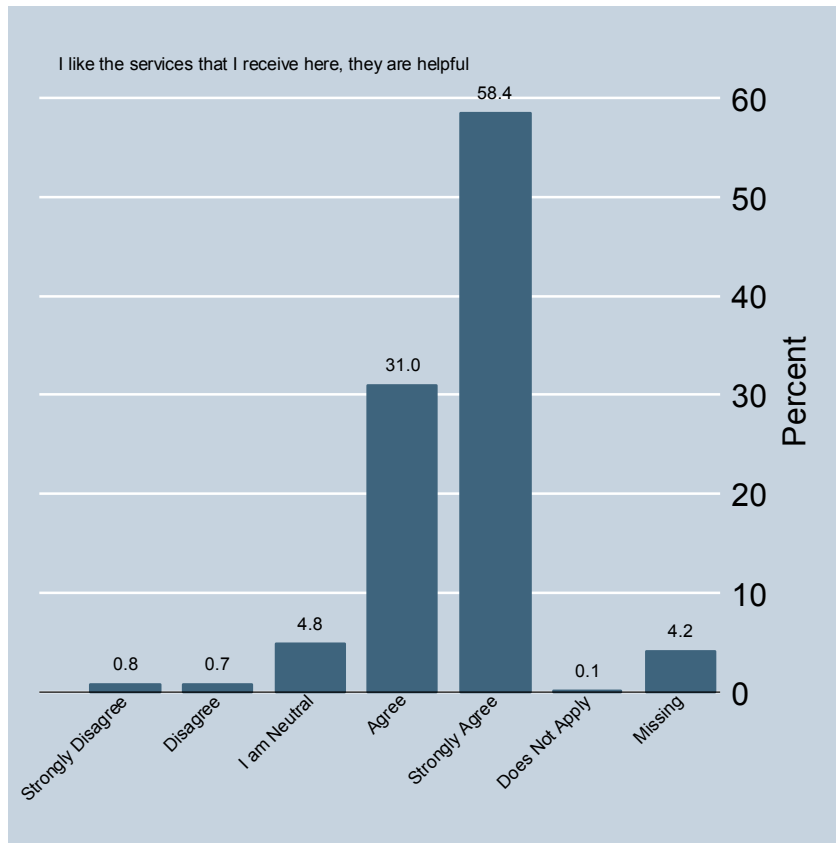


Level of education made little difference in the average client satisfaction score. Likewise, the average client satisfaction score remained consistent regardless of length of treatment stay.

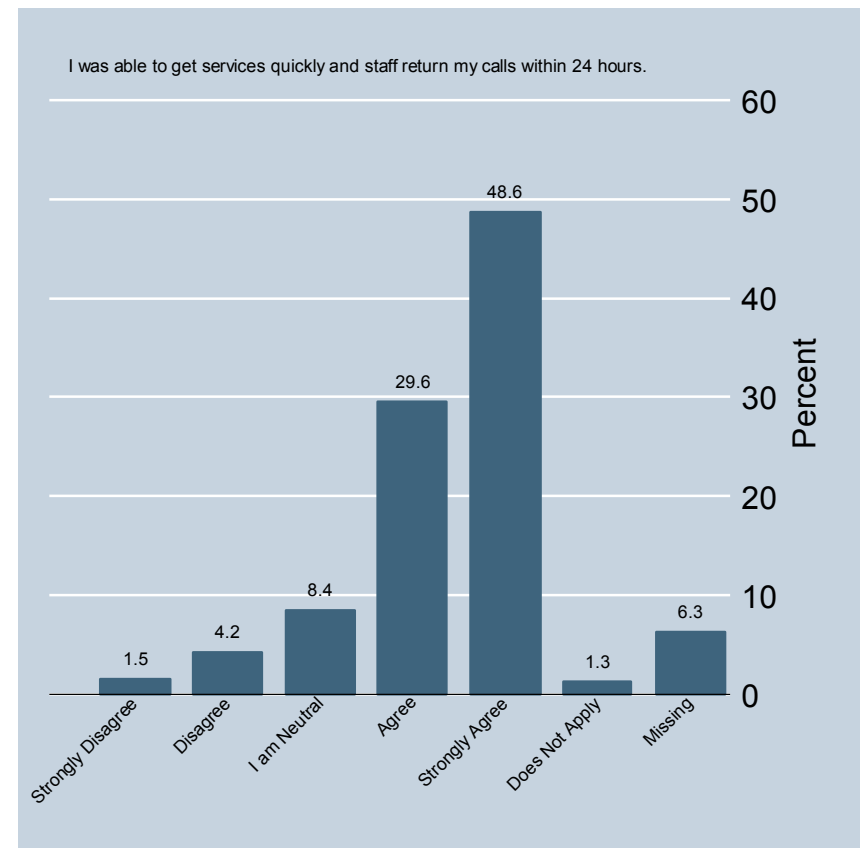
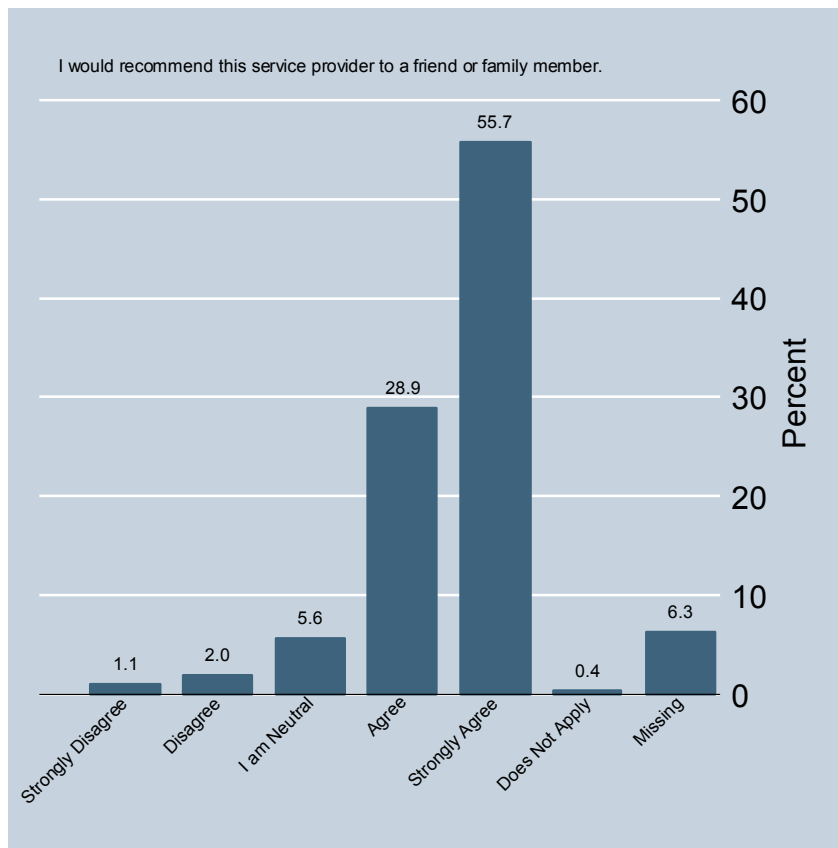


Clients who reported to receive mental health services from either the same agency or a different agency from the one where they receive substance abuse services and those who stated they did not have a mental problem had satisfaction scores above the mean. Those that have received mental services in the past had satisfaction scores below the mean.

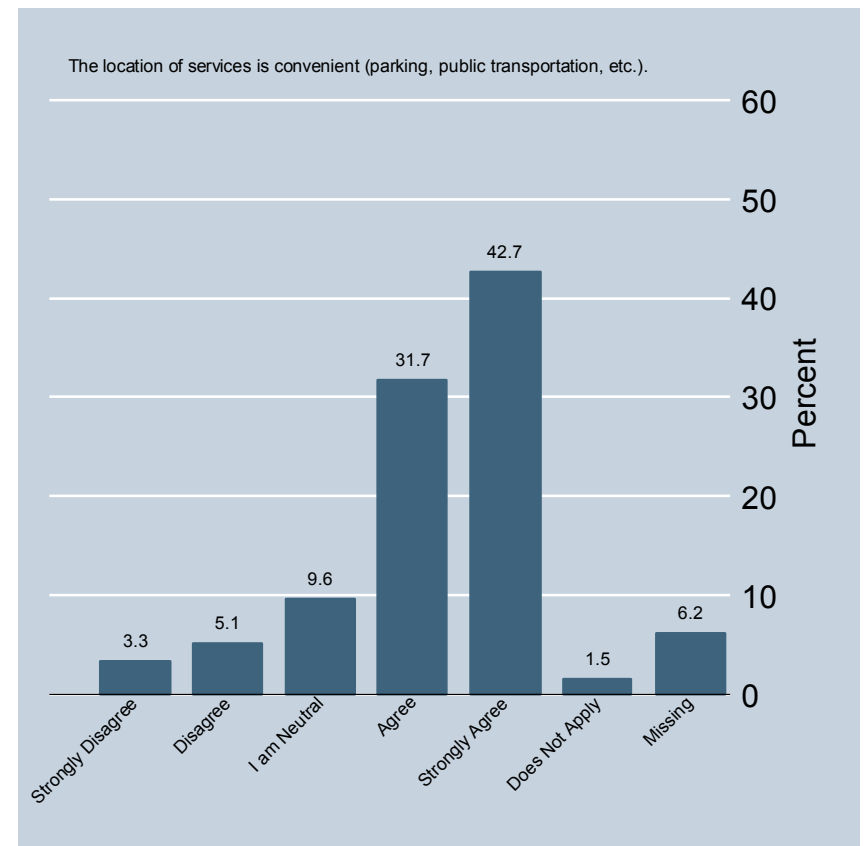
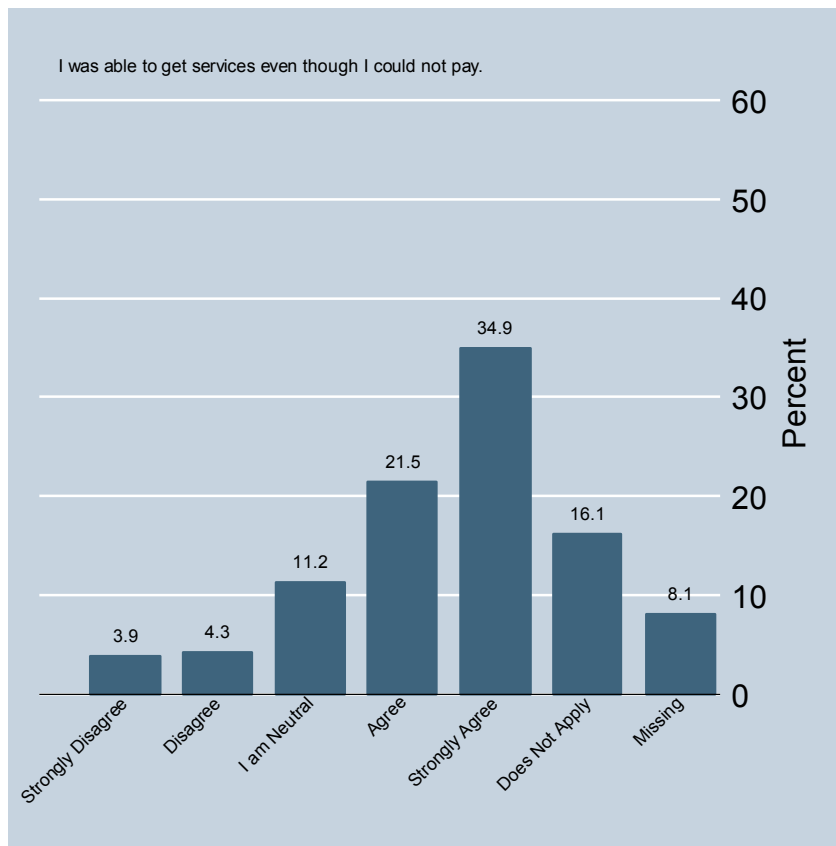
RESPONSES TO SPECIFIC QUESTIONS - SERVICES



The vast majority of clients liked the services they received at the substance abuse treatment facility and thought it was helpful. Approximately 89.4% agreed or strongly agreed with the statement “I like the services that I receive here, they are helpful “ with 58.4% of clients strongly agreeing with this statement. By comparison, a smaller majority of respondents, 81.0%, agreed or strongly agree with the statement, “If I had other choices I would still come here for services.”

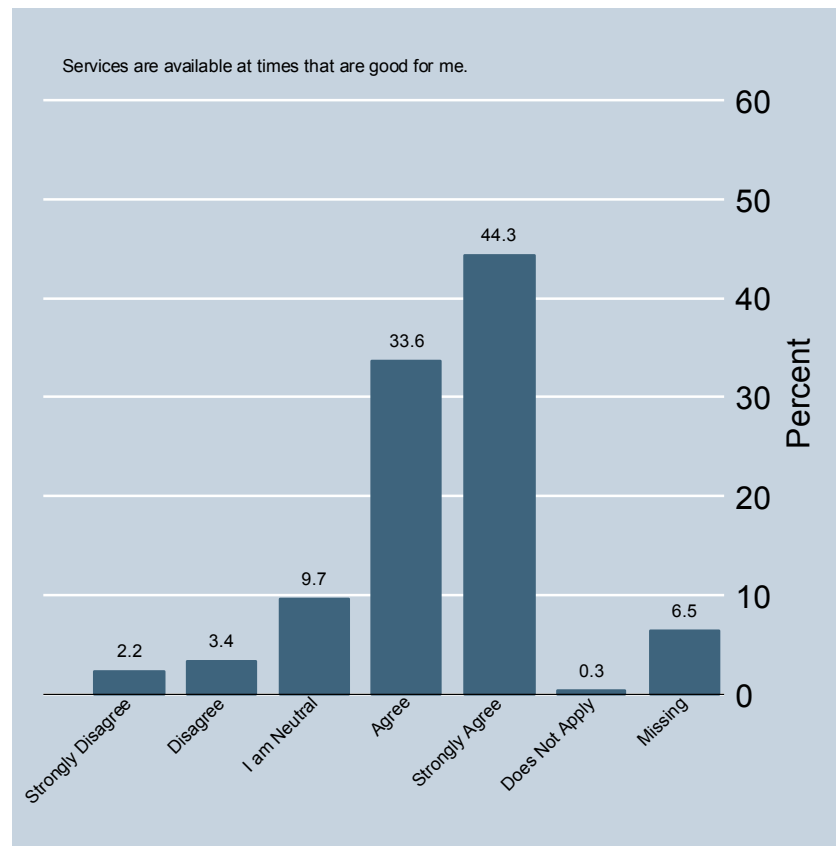


The vast majority of clients would recommend the facility to a friend or family member. Approximately, 84.6% agreed or strongly agreed with this statement with 55.7% strongly agreeing with this statement. Also, the majority of respondents, with 78.2% agreeing or strongly agreeing, felt they could quickly get services and have calls returned within 24 hours.



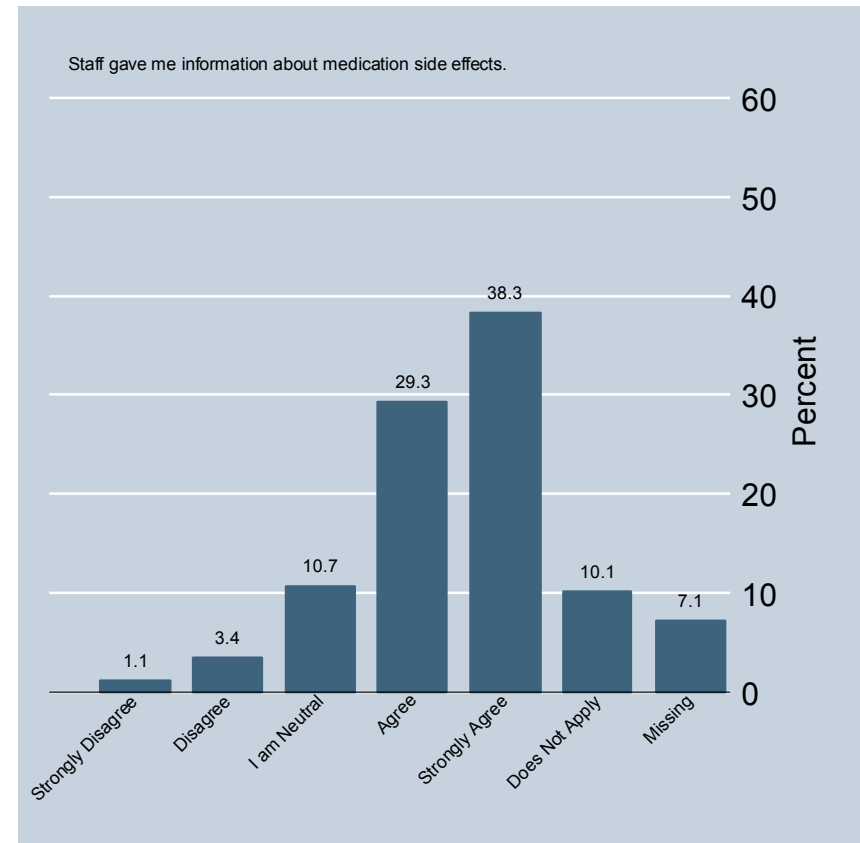
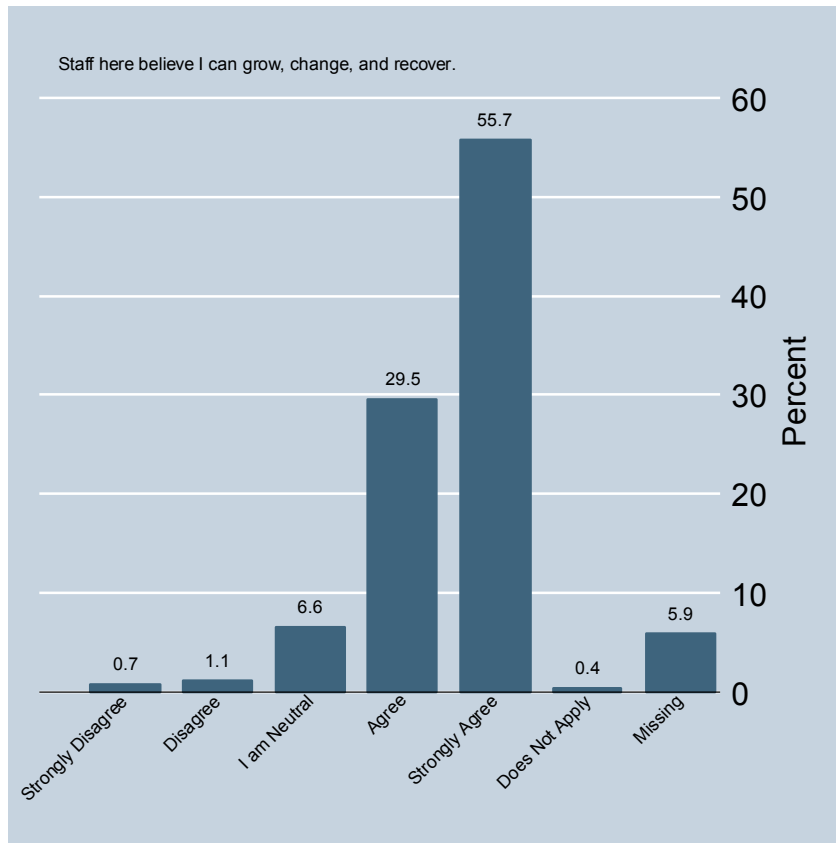
Most clients, 56.4% agreeing or strongly agreeing, that they could get services even though they could not pay. Only 35% strongly agreed with this statement. This is the lowest percentage that strongly agreed with this statements about services received. Excluding those that responded “Does not apply”, 46.9% strongly agreed that they could get services even they could not pay. Comparing this to Client Satisfaction Surveys given in 2008-2012, this is the highest percentage of respondents who have strongly agreed with this statement. Previously the percentage that strongly agreed fluctuated between 43%-46%.

More clients, with 74.4% strongly agreeing or agreeing, thought the location of services were convenient.

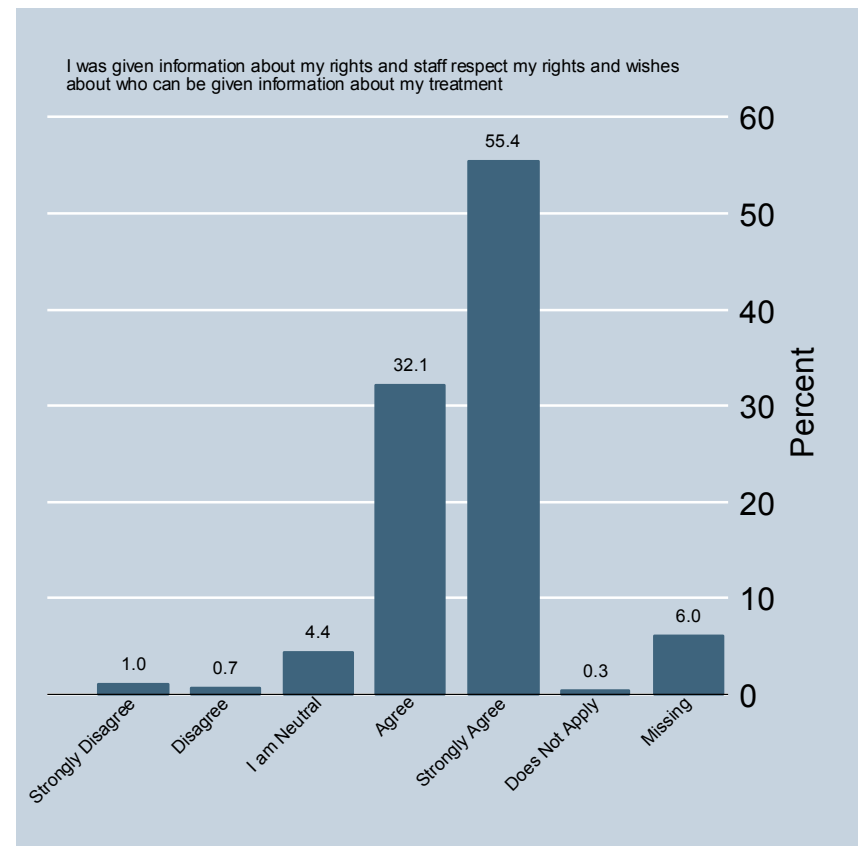
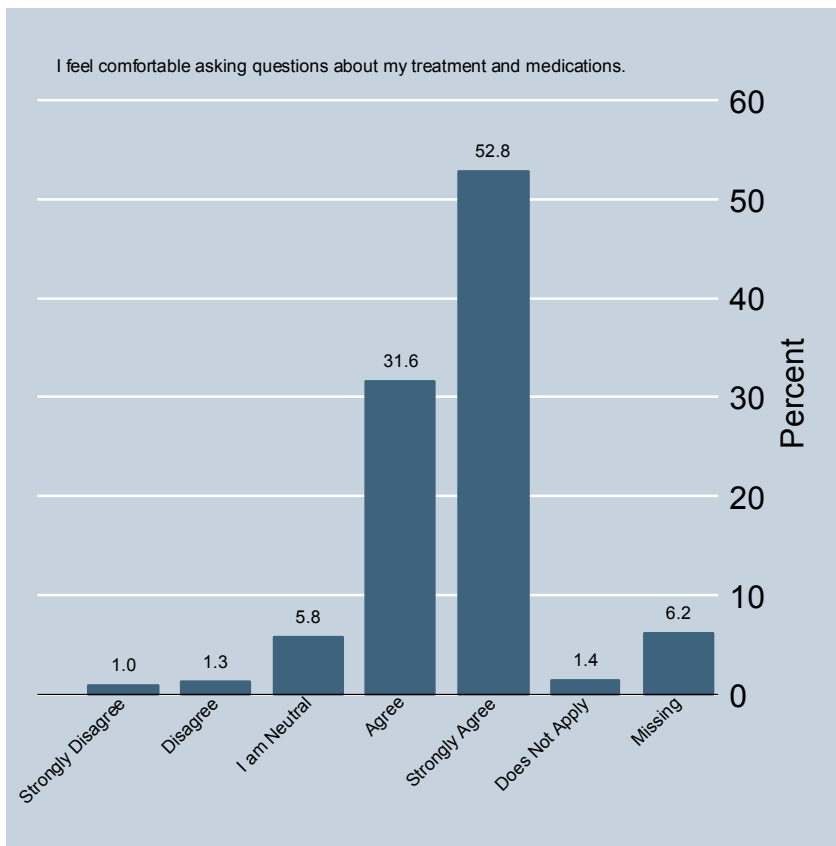


The vast majority of clients also agreed with 77.9% agreeing or strongly agreeing that the services were available at times convenient to them.

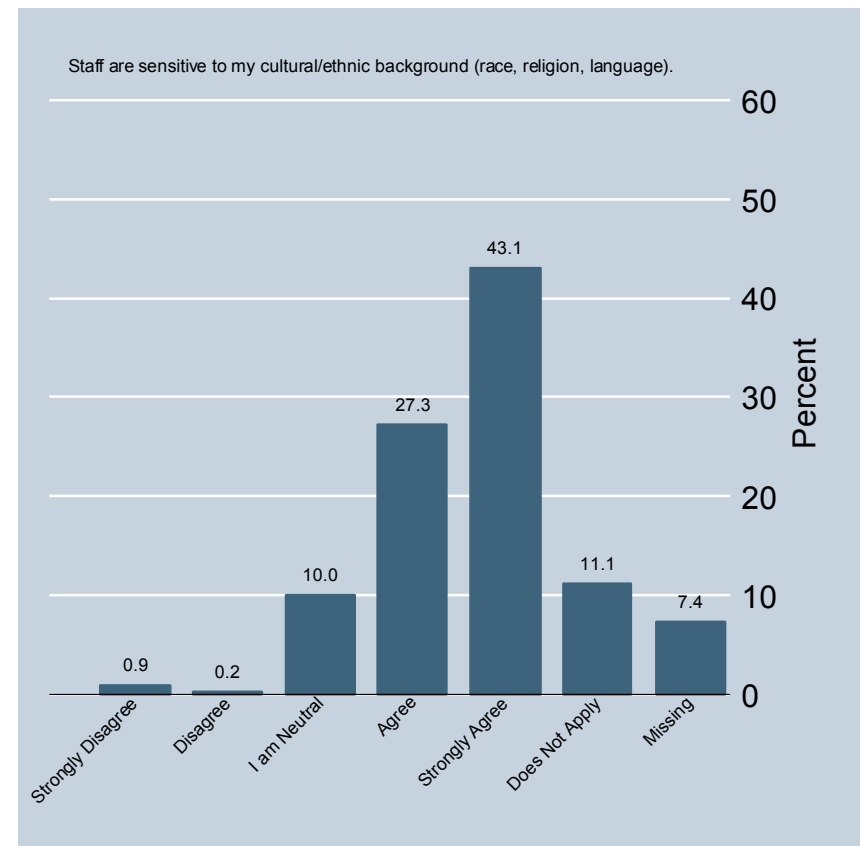
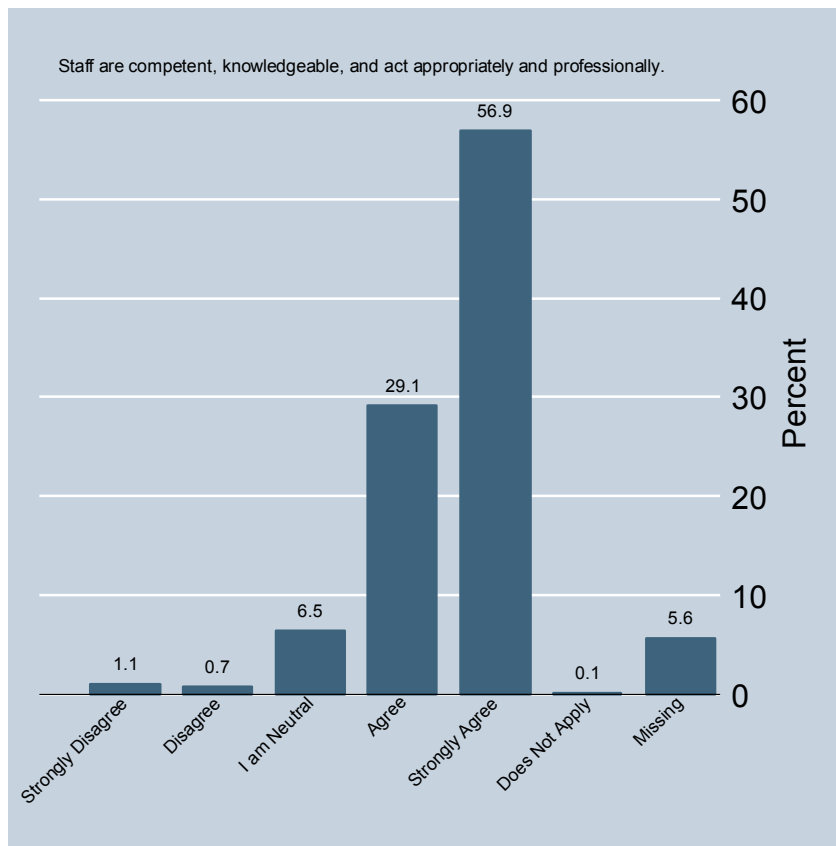
RESPONSES TO SPECIFIC QUESTIONS – STAFF



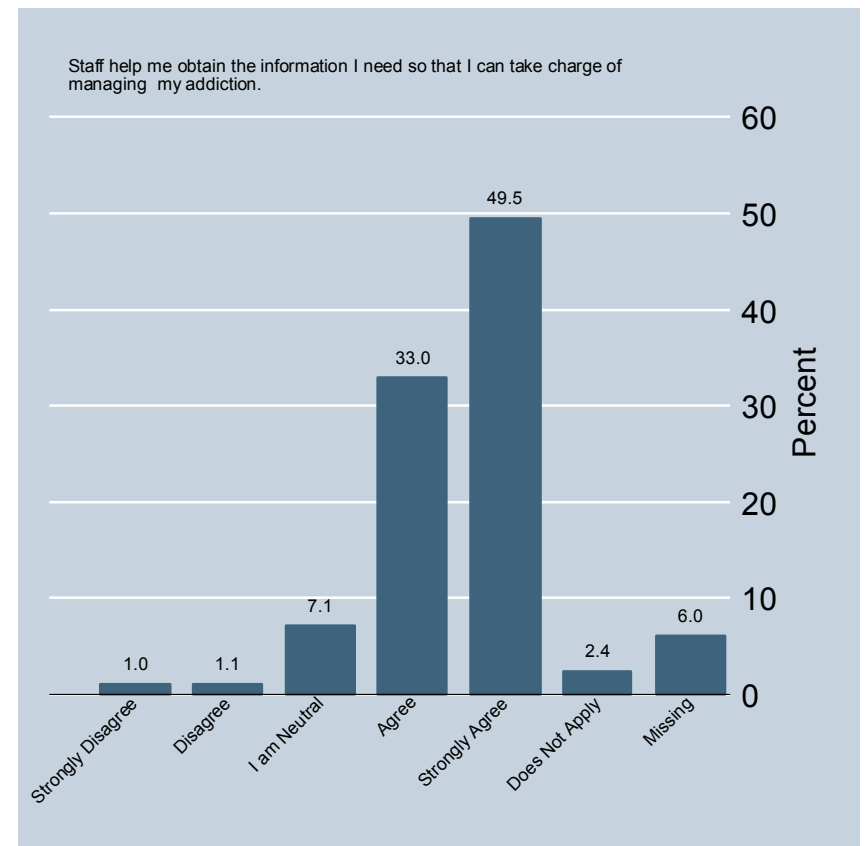
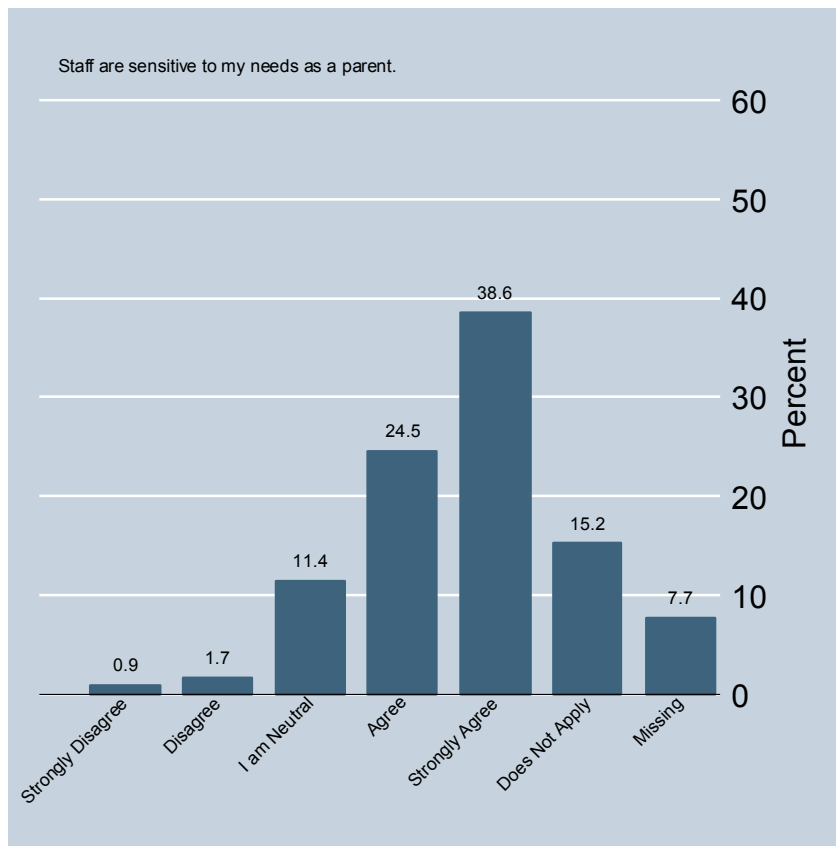
85.2% of clients agreed or strongly agreed with the statement “Staff here believe that I can grow, change and recover”. This is a continued downward trend in those that strongly agreed with this statement since 2011, when it was 66.5%. In 2013, 55.7% of clients strongly agree with this statement and 56.4% in 2012. Over two-thirds of clients agree or strongly agree that staff provide information about medication side effects (67.6%).



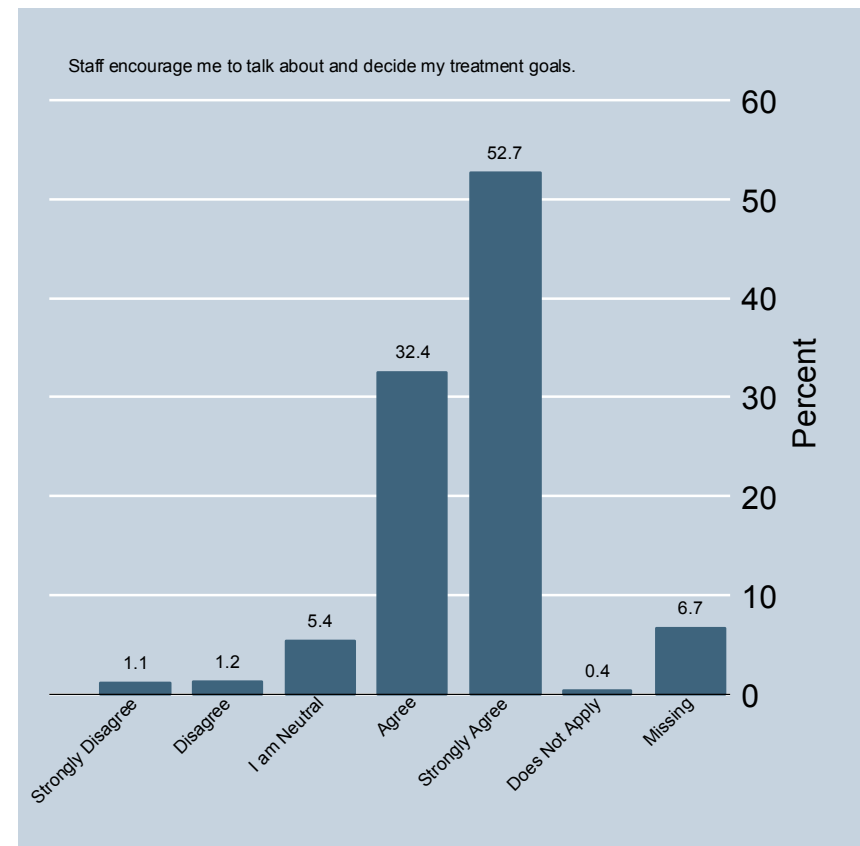
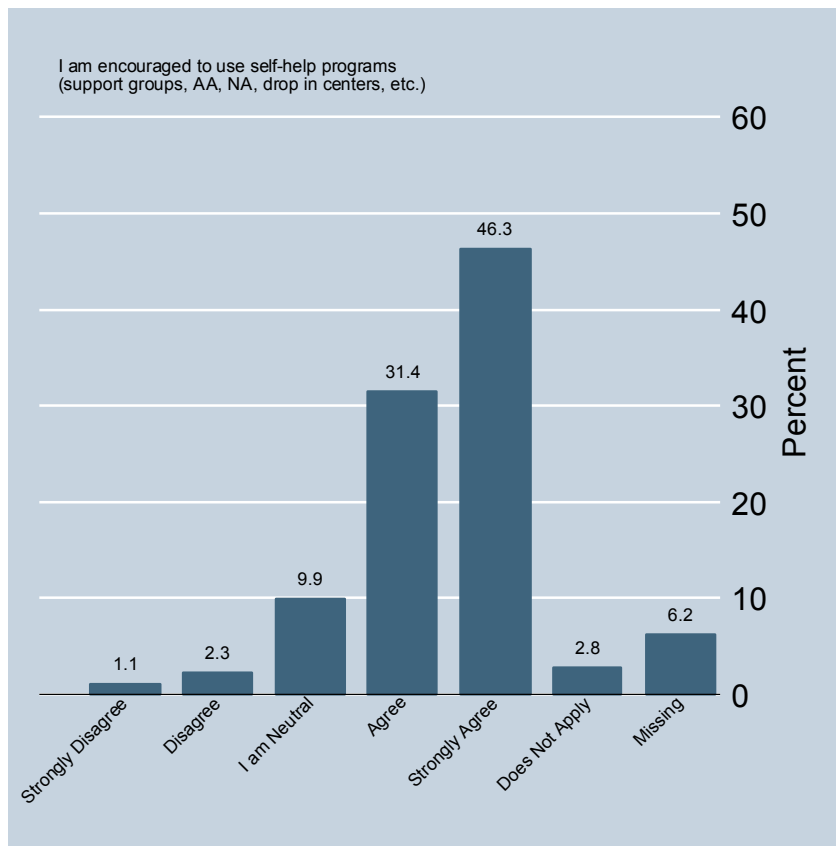
The overwhelming majority of clients say they feel comfortable asking about their treatment and medication. 84.4% of Client strongly agreed or agreed with this statement. Similarly 87.5% of clients strongly agreed or agreed that they are given information about their rights and felt their rights were respected.



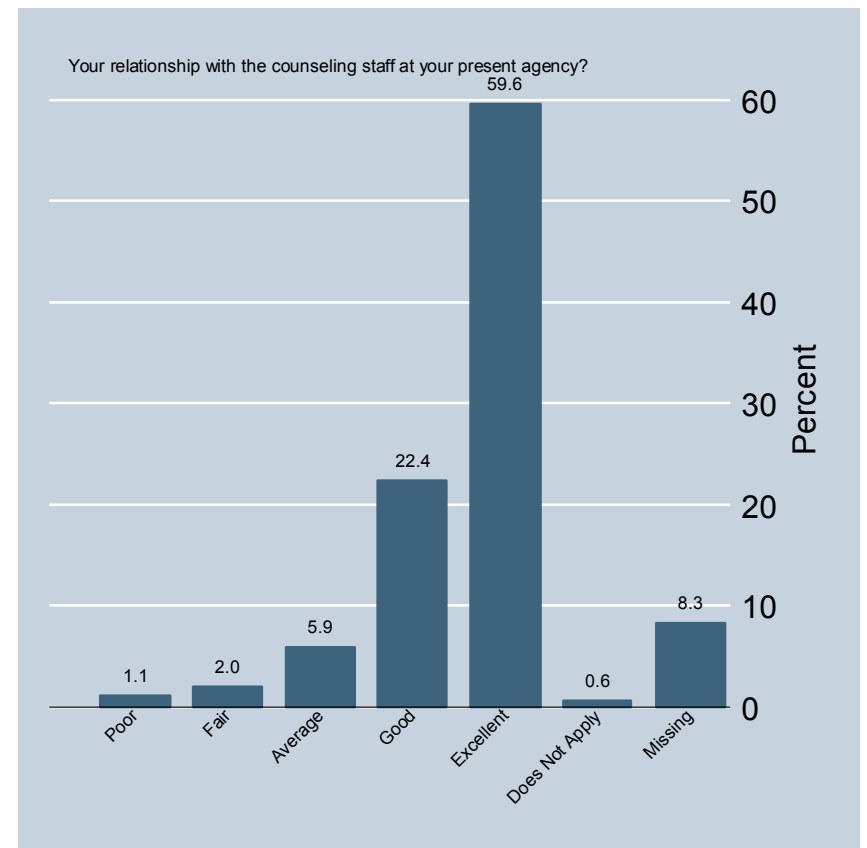
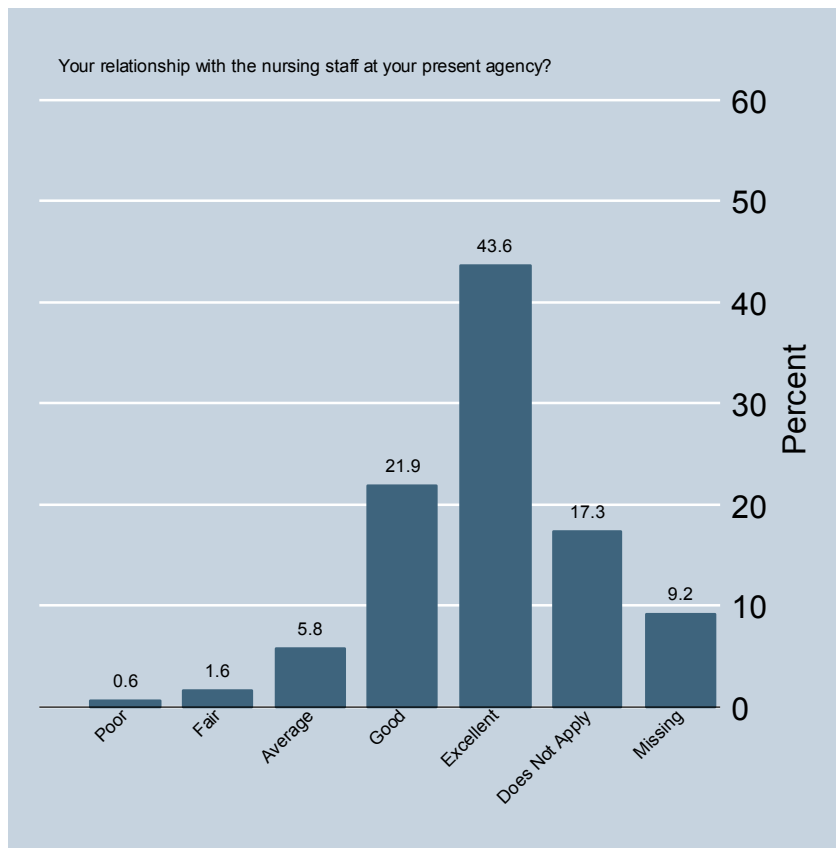
The vast majority of clients agreed that staff are competent, knowledgeable, and act appropriately and professionally. 86% agreed or strongly agreed with this statement. Most clients also agreed that staff were sensitive with their cultural/ ethnic background with 70.4% agreeing or strongly agreeing with this statement.



The majority of clients agree that staff are sensitive to their needs as a parent. Excluding those who reported that it “Does Not Apply”, 81.8% of clients strongly agreed or agreed that the staff were sensitive to client’s parental needs. Most clients also agree that staff help provide information to help manage their addiction with 82.5% agreeing or strongly agreeing with this statement.

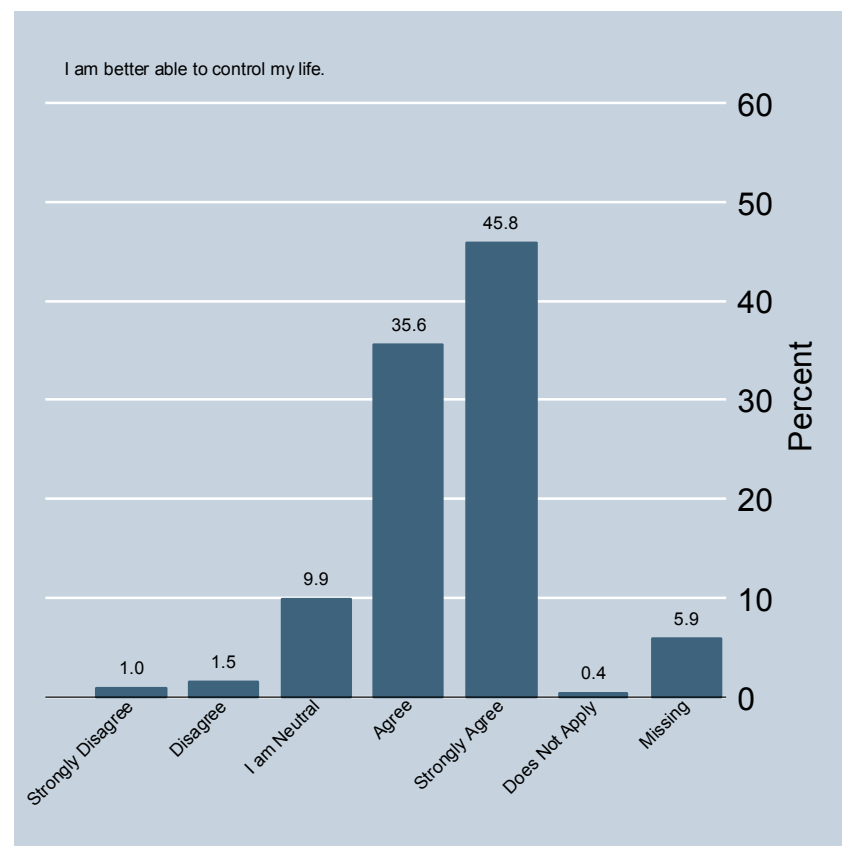
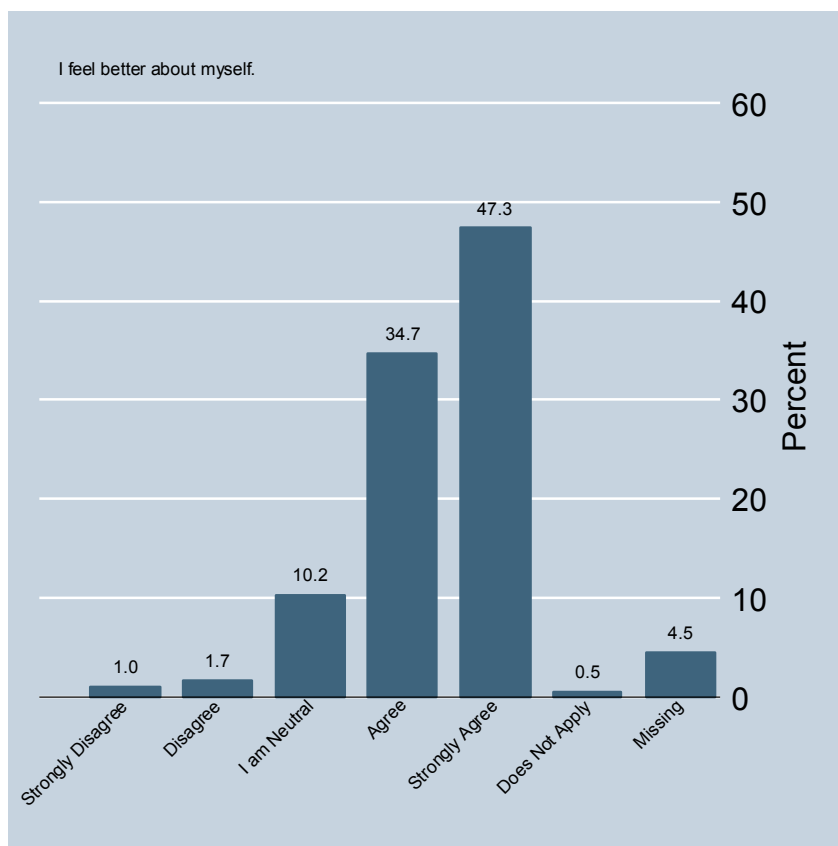


Nearly 8 out of 10 (77.7%) clients agree or strongly agree that they are encouraged to use self-help programs. 85.1% of clients agree or strongly agree that staff encourage them to discuss and decide their treatment goals.

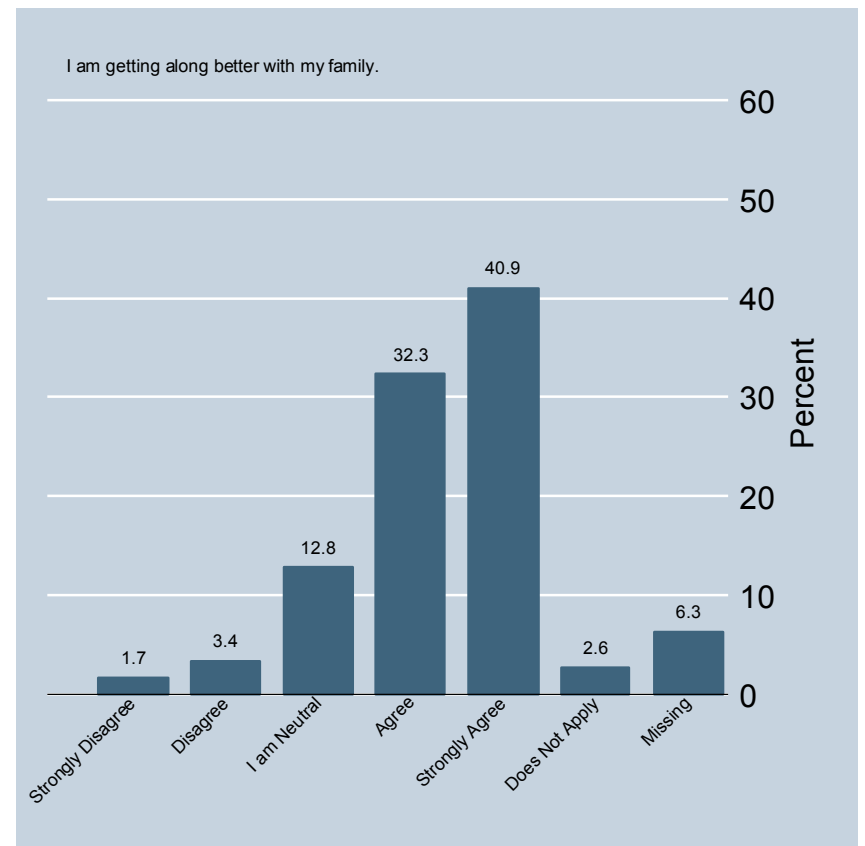
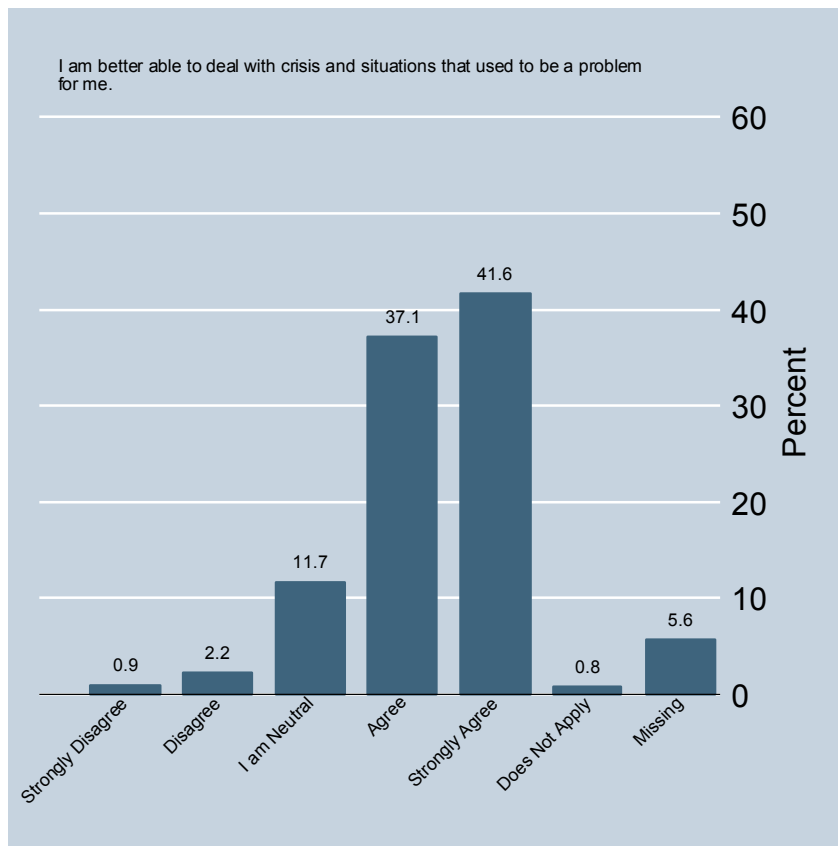


The above graphs examine how clients rate their relationship with nursing and counseling staff at the present agency. More clients chose “Does Not Apply” when asked about their relationship with nursing staff, 17.3%, compared to when they are asked about their relationship with counseling staff, 0.6%. Excluding those that chose “Does Not Apply”, 59.4% of the clients report their relationship with nursing and counseling staff is “excellent”, and an additional 29.8% of them characterizing the relationships as “good.”

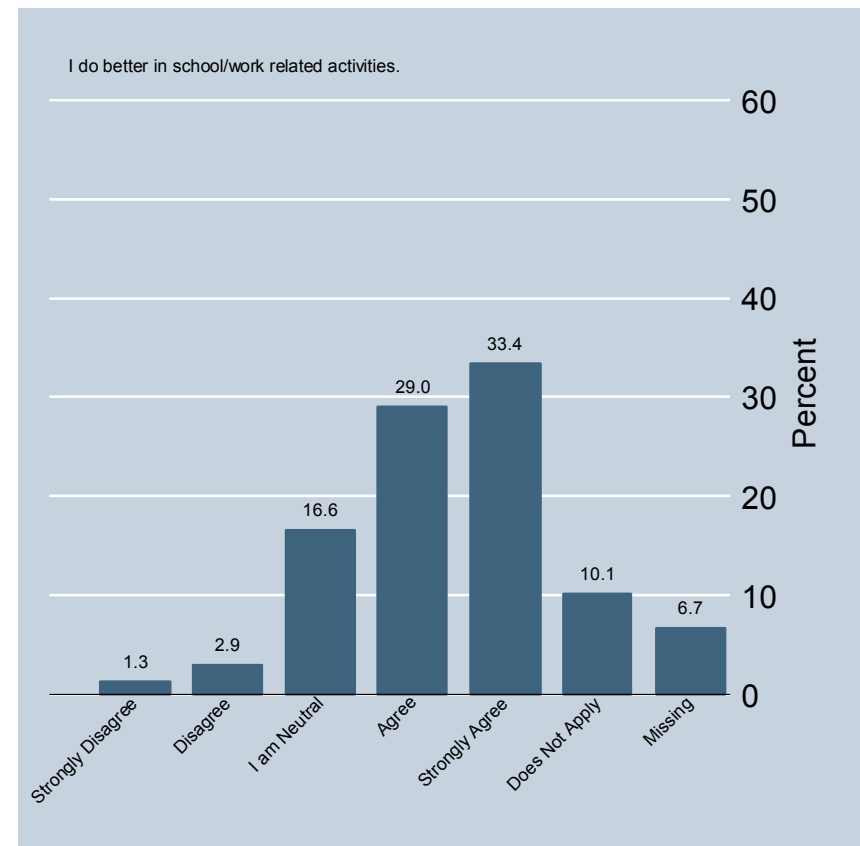
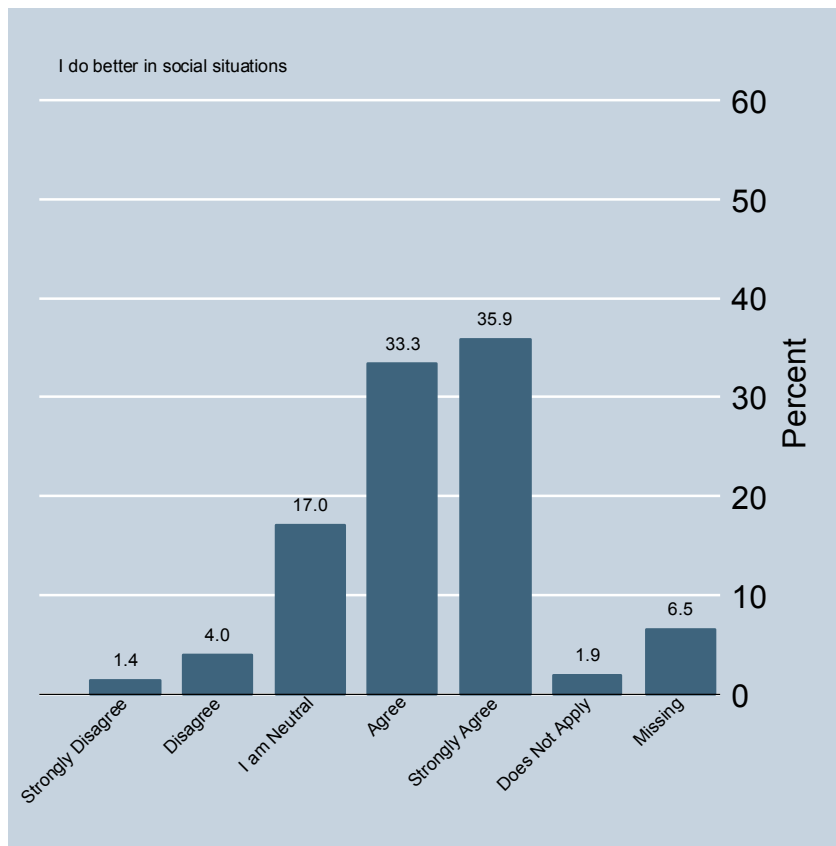
RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



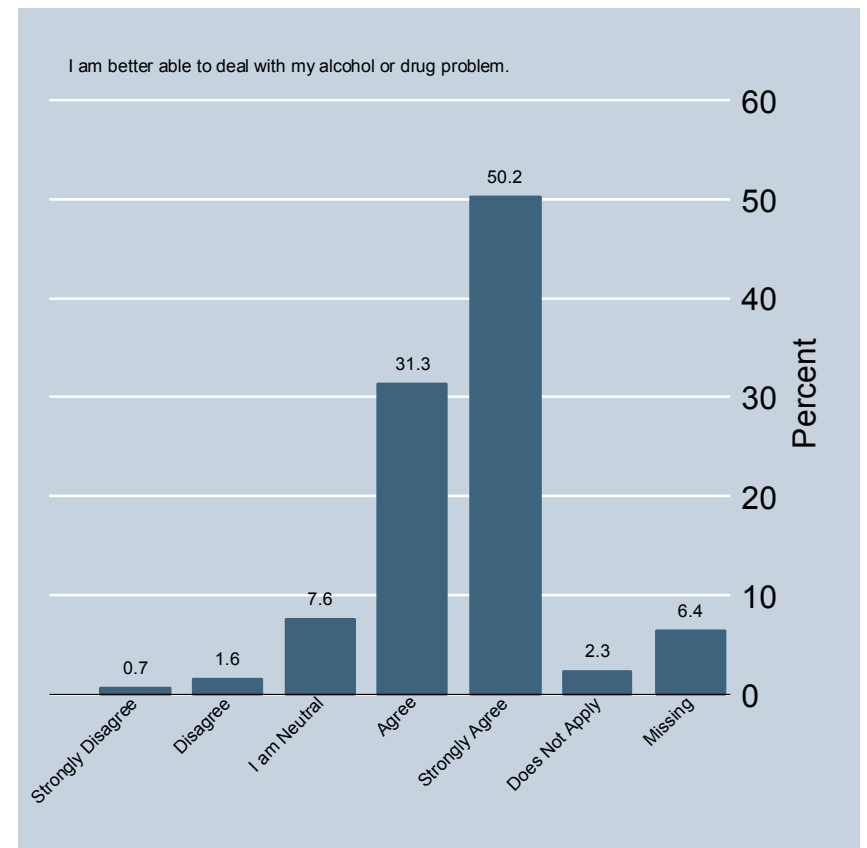
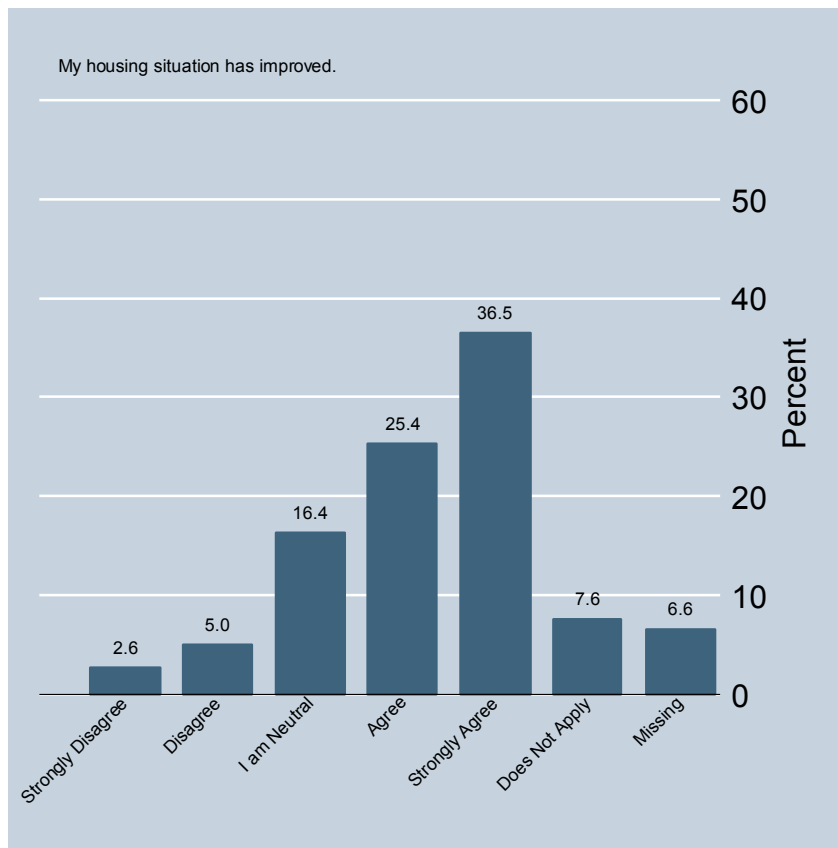
The remaining graphs display the results for clients' perception of outcomes of present treatment. More than 80% of clients agree or strongly agree that they feel better about themselves and feel better control of their lives.



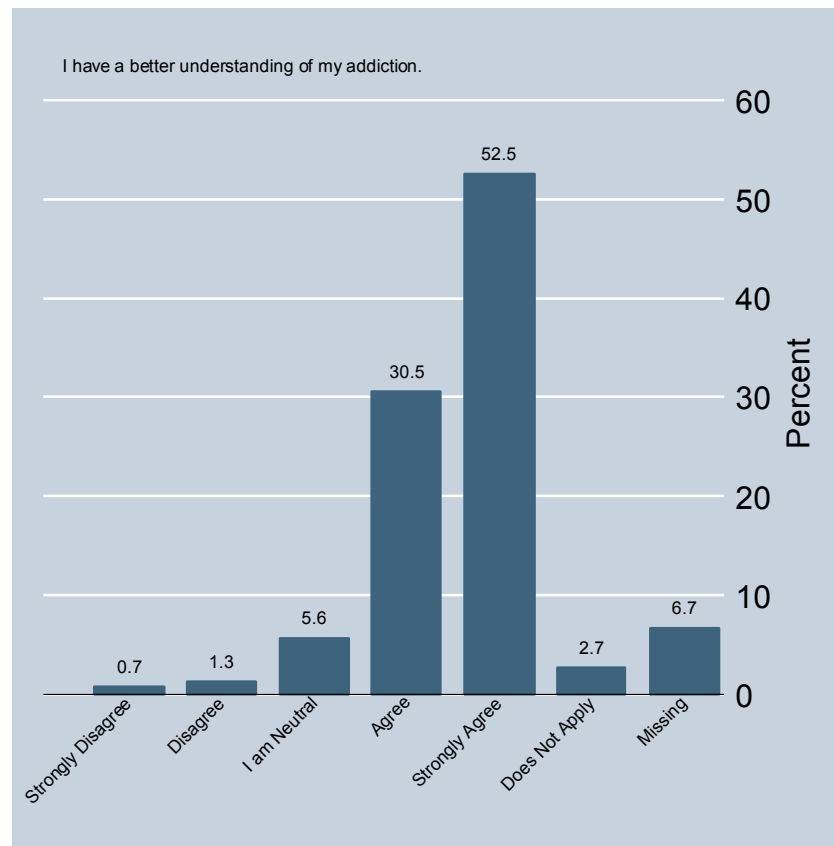
Additionally, 78.7% of clients agree or strongly agree that they are better able to deal with crisis and situations that used to be a problem. Almost three quarters of clients indicated that the getting along better with their families (73.2%).



Nearly 7 out of 10 clients agreed or strongly agreed that they did better in social situations (69.2%) and more than 6 out of 10 clients said they did better in school/work related activities (62.4%). However, the percentage of clients who “strongly agree” with either statement are among the lowest in this survey.



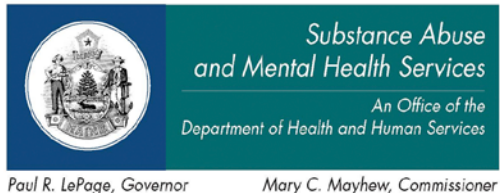
More than 3 out of 5 clients agreed or strongly agreed that their housing situation has improved (61.9%). Over 8 out of 10 clients agreed or strongly agreed that they are better able to deal with their alcohol or drug problem (81.5%).



Lastly, 83.0% of clients agreed or strongly agreed that they have a better understanding of their addiction. More than half (52.5%) strongly agreed that they had a better understanding of their addiction.

APPENDIX

Appendix A



Department of Health and Human Services
Substance Abuse and Mental Health Services
41 Anthony Avenue
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-2595; Fax: (207) 287-4334
TTY Users: Dial 711 (Maine Relay)

July 1, 2013

Dear Treatment Agency Director:

It is time once again to plan for the 2013 Client Satisfaction Survey (CSS). For those of you who are unfamiliar with this survey, the CSS is to be completed by substance abuse treatment agencies that receive Substance Abuse and Mental Health Services (SAMHS or previously "OSA") funding, as well as agencies that provide Opioid Treatment Programs or Medication Assisted Treatment and ones treating co-occurring disorders. Again, this year we are offering the CSS to substance abuse treatment agencies receiving MaineCare funding. Any agency with 20 or more respondents will receive a full report of their results. As a reminder, this survey is a requirement of SAMHS's Substance Abuse Prevention and Treatment Block grant from SAMHSA, and agency participation has a direct impact on our ability to sustain treatment funding. Therefore, we really appreciate your efforts in completing this survey.

We will, again be offering both the **on-line**, and **paper forms**, for your convenience. The agencies opting for paper will be requested to distribute forms, client cover-letters and envelopes to their satellite facilities. Please take a moment to fill out the attached form to indicate:

- the primary contact information for who will be administering the survey
- how many clients you typically serve in a month
- how many clients will be offered the online and/or paper format
- how many of your clients receive youth treatment services

Additional information will be forthcoming when we draw closer to the time of the survey, regarding this option.

Please indicate your preference on the form below. Then please forward this information to Stephen.Corral@maine.gov or fax (207) 287- 8910 by July 31, 2013. We look forward to again providing you with this valuable service.

Sincerely,

Guy R. Cousins
Director, Office of Substance Abuse and Mental Health Services (SAMHS)

2013 Client Satisfaction Survey

Treatment Agency: _____

Executive Director: _____

Address: _____

E-mail Address: _____

I wish to administer the survey: ____ on-line ____ using paper forms

Contact person (optional):

Name: _____

Address: _____

Phone: _____ FAX: _____

E-mail: _____

Total number of clients expected to receive treatment at your facilities during the month of October:

_____ clients

Of these clients, how many do you expect to fill the survey online? _____

How many clients do you expect to use paper forms? _____

How many clients are receiving youth treatment services? _____

Thank you!

Stephen Corral
Data & Research Substance Abuse Program Specialist
Substance Abuse and Mental Health Services, DHHS
Phone: (207) 287-2964
Fax: (207) 287- 8910
E-mail: Stephen.Corral@maine.gov

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Appendix B



Department of Health and Human Services
Substance Abuse and Mental Health Services
41 Anthony Avenue
11 State House Station
Augusta, Maine 04333-0011
Tel: (207) 287-2595; Fax: (207) 287-8910
TTY: 1-800-606-0215

Paul R. LePage, Governor Mary C. Mayhew, Commissioner

Dear Client:

The Office of Substance Abuse and Mental Health Services, (SAMHS), Maine Department of Health and Human Services, is conducting a Client Satisfaction Survey in order to improve substance abuse treatment delivered in the State of Maine. Your responses to the questions on the accompanying survey form will help us to determine if changes are needed in the treatment delivery system that currently exists.

Please fill out the survey form using a pencil, or a pen with black or blue ink, and return to SAMHS by **November 1, 2013**, using the supplied self-addressed, prepaid envelope.

Your responses to this survey are completely confidential and will not be seen by this facility, nor does it identify you individually.

If you have any questions about this consumer satisfaction survey, please call 1-800-499-0027.

Thank you.

Appendix C



Federal Identifier Code						Pri Srv Code	
0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

USE NO. 2 PENCIL ONLY

OR

BLUE OR BLACK INK PEN ONLY

- PLEASE USE A NO. 2 PENCIL OR BLUE OR BLACK INK PEN ONLY.
- FILL RESPONSE POSITION COMPLETELY.
- ERASE COMPLETELY TO CHANGE.
- MAKE NO STRAY MARKS.

 CORRECT MARK

DR

☒ (1) American Indian/Alaskan Native
☐ (2) Asian
☐ (3) Black/African American
☐ (4) Native Hawaiian/Pacific Islander
☐ (5) White
☐ (6) Bi-Racial

- ① Less than high school graduate
- ② High School graduate/GED
- ③ Some college
- ④ College graduate

① 19-24
② 25-34
③ 35-44
④ 45-64
⑤ 65 or older

- ① Less than 1 Month
- ② 1-3 Months
- ③ 4-6 Months
- ④ 7-12 Months
- ⑤ More than 1 Year

① Female
② Male

☐ Yes
☐ No

- ① Yes, from the same agency I receive substance abuse treatment.
- ② Yes, from a different agency than I receive substance abuse treatment.
- ③ I do not currently receive services for a mental health problem; however, I have in the past.
- ④ I do not have a mental health problem.

DO NOT MARK IN THIS AREA

Please
Continue
on Back

Section 2 – Your experiences here

The following are questions about your experiences in your present treatment program. Please select how much you agree or disagree with each statement. If a statement is about something that you have not experienced in your present program, use the "does not apply" response.

Please answer the following about the services you are receiving at your present treatment program.		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
10.	I like the services that I receive here, they are helpful.	(5)	(4)	(3)	(2)	(1)	(9)
11.	If I had other choices I would still come here for services.	(5)	(4)	(3)	(2)	(1)	(9)
12.	I would recommend this service provider to a friend or family member.	(5)	(4)	(3)	(2)	(1)	(9)
13.	I was able to get services quickly and staff return my calls within 24 hours.	(5)	(4)	(3)	(2)	(1)	(9)
14.	I was able to get services even though I could not pay.	(5)	(4)	(3)	(2)	(1)	(9)
15.	The location of services is convenient (parking, public transportation, etc.).	(5)	(4)	(3)	(2)	(1)	(9)
16.	Services are available at times that are good for me.	(5)	(4)	(3)	(2)	(1)	(9)
17.	Staff here believe I can grow, change, and recover.	(5)	(4)	(3)	(2)	(1)	(9)
18.	Staff gave me information about medication side effects.	(5)	(4)	(3)	(2)	(1)	(9)
19.	I feel comfortable asking questions about my treatment and medications.	(5)	(4)	(3)	(2)	(1)	(9)
20.	I was given information about my rights and staff respect my rights and wishes about who can be given information about my treatment.	(5)	(4)	(3)	(2)	(1)	(9)
21.	Staff are competent, knowledgeable, and act appropriately and professionally.	(5)	(4)	(3)	(2)	(1)	(9)
22.	Staff are sensitive to my cultural/ethnic background (race, religion, language).	(5)	(4)	(3)	(2)	(1)	(9)
23.	Staff are sensitive to my needs as a parent.	(5)	(4)	(3)	(2)	(1)	(9)
24.	Staff help me obtain the information I need so that I can take charge of managing my addiction.	(5)	(4)	(3)	(2)	(1)	(9)
25.	I am encouraged to use self-help programs (support groups, AA, NA, drop in centers, etc.).	(5)	(4)	(3)	(2)	(1)	(9)
26.	Staff encourage me to talk about and decide my treatment goals.	(5)	(4)	(3)	(2)	(1)	(9)

Section 3 – Results of services

Please answer the following about the results of the services you received.

As a result of the services I receive at this agency:

Please answer the following about the results of the services you received.		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
27.	I feel better about myself.	(5)	(4)	(3)	(2)	(1)	(9)
28.	I am better able to control my life.	(5)	(4)	(3)	(2)	(1)	(9)
29.	I am better able to deal with crisis and situations that used to be a problem for me.	(5)	(4)	(3)	(2)	(1)	(9)
30.	I am getting along better with my family.	(5)	(4)	(3)	(2)	(1)	(9)
31.	I do better in social situations.	(5)	(4)	(3)	(2)	(1)	(9)
32.	I do better in school/work related activities.	(5)	(4)	(3)	(2)	(1)	(9)
33.	My housing situation has improved.	(5)	(4)	(3)	(2)	(1)	(9)
34.	I am better able to deal with my alcohol or drug problem.	(5)	(4)	(3)	(2)	(1)	(9)
35.	I have a better understanding of my addiction.	(5)	(4)	(3)	(2)	(1)	(9)

Section 4 – Staff

Please answer the following questions about the staff members at your present treatment agency.

Please answer the following questions about the staff members at your present treatment agency.		Excellent	Good	Average	Fair	Poor	Does Not Apply
36.	* From "Excellent" to "Poor" or "Does Not Apply" please rate the following: Your relationship with the nursing staff at your present agency? Your relationship with the counseling staff at your present agency?	(5)	(4)	(3)	(2)	(1)	(9)
37.	* Important Question: Please Fill Out. On a scale of 1 to 10, what is your overall rating of the treatment services you are receiving from this program? With 1 being poor and 10 being excellent.	<div style="display: flex; justify-content: space-between; align-items: center;"> Poor ← → Excellent </div> <div style="text-align: center;"> 1 2 3 4 5 6 7 8 9 10 </div>					